

Job title: Senior Support Worker

Line manager: Team Manager

Grade (if applicable): C13

Direct reports: Housing Support Workers/Caseworkers



Role context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless.

Role purpose:

As a Senior Support Worker, you will deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of customers whilst complying with Peabody's policies and procedures and the principles of best practice. You will manage and support your team of housing support workers and our customers living in our supported housing properties and you will help support our customers with all aspects of their tenancy, supporting them to be independent, helping them to reach their goals, to flourish and thrive. This role is full of opportunities, and you will have a meaningful impact on your team and our customers lives from day one.

Key results:

- Leading and managing your team by carrying out regular supervisions, team meetings, training, and staff development to meet or exceed the requirements of their role.
- Support the recruitment and induction of new team members.
- Attending meetings as required, working closely with various agencies to prioritise referrals, and completing full assessments of the support needs of potential customers.
- Ensure your team carry out needs and risk assessments, flexible personalised support plans, and reviews for all our customers in accordance with our policies, procedures as well as our stakeholders and funder requirements.
- Develop and maintain useful links with local statutory and voluntary agencies to enable our customers to access appropriate services and support.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare, and other risk concerns in accordance with Peabody's policy.
- Ensure that customer needs are met by liaising with other organisations providing access to community-based services and resources.
- To take an active role in customer involvement and promoting regular activities.
- Quarterly MOT reviews attended and outcomes monitored.
- As determined by the team manager, oversee and manage some or all of the following tasks:-
 - void process to minimise void loss
 - low level arrears management in line with local rent arrears procedure (as part of a housing-related support service)
 - warnings issued when appropriate
 - moving on support.
- Ensure you and your team always maintain safe practice in accordance with Peabody's lone working policy and procedure.
- Able to devise staff rotas always ensuring adequate staffing cover within the service, including cover for permanent staff holidays, sickness, and training.

N.B. the above list is not exhaustive, and you will undertake tasks and duties that are appropriate to the role and in line with the needs and wishes of your manager.

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Success metrics:

- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure, and quality standards (including confidentiality and General Data Protection Regulations).
- Promote a positive health and safety culture, ensuring, as far as practicable, that activities are carried out in accordance with Peabody's health and safety policies and procedures.
- You will demonstrate a strong commitment to the principles of equality, diversity, and inclusion to benefit the organisation, leading to improved business performance, and driving a customer centred approach.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Play an active and key role in achieving your personal and teams' objectives by working effectively with your manager, your team, and your Peabody colleagues.
- Contribute to the delivery of a learning culture which is open and honest, seeking feedback, as well as critical reflection on your own performance and areas for development along with a desire to keep learning
- Be professional with other departments and stakeholders that you deal with during the course of your work.
- Be supportive of colleagues and promote excellent teamwork.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining, and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging of any discriminatory attitudes or practice.
- Know when and how to report an error, complaint, or any concern.
- Adhere to the organisations Codes of Conduct.

About you:

You will be:

- Committed to providing excellent customer service – whether you are in direct contact with customers or dealing with internal and external colleagues, as we expect you to always meet the very highest standards and to build trusted relationships.
- A confident role model and leader, ensuring you reflect the values of the organisation.
- Committed to know what it takes to lead, manage, and motivate your team ensuring they have the right tools to do the job.
- Approachable and resilient to be able to cope with a busy and challenging job role.
- Able to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it.
- Effective at report writing and have comprehensive IT skills and can confidently use Microsoft Office including Outlook, Word, Excel, SharePoint and data entry systems as well as the ability to maintain electronic records, with attention to detail.

You will have:

- Experience of specialist and/or supported housing for vulnerable people including people at risk of homelessness, young people and people with mental health and/or complex needs.
- The ability to listen, be kind, do no harm, be curious and respect the dignity and diversity of the people you are working with.
- The ability to uphold human rights and social justice and question the status quo.
- The ability to communicate respectfully with and about people.
- The skills to think and act creatively always having the best interests of the customers living in our services.
- The ability to challenge institutional behaviours and environments that may exclude, or oppress people.
- The ability and confidence to lone work.
- Knowledge of Safeguarding vulnerable adults.
- Knowledge of Equality, Diversity and Inclusion and the ability to be able to challenge discrimination and stigma.

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- Knowledge of Health and Safety in a supported housing environment.
- Excellent time management skills and the ability to meet deadlines and achieve goals.
- Return a DBS (Disclosure and Barring Service) check result that Peabody is happy with.

Please note: this role requires a full driving licence and use of a vehicle (depending on which service you have applied for).