

# Support Officer

## Role profile

<b>Department</b>	Operations, Care and Support		
<b>Job number</b>	TBC	<b>Reports to</b>	Team Leader
<b>Date effective</b>	04/07/23	<b>Salary band</b>	CS5 £22 286.23 to £26 978.07

### Purpose

To deliver high quality person-centered support to customers living in supported accommodation service in accordance with the Person Centered principles, enabling clients to sustain their tenancies by promoting independence, freedom and choice.

### Key responsibilities/ deliverables

1. Assess referrals and engage with prospective clients using a person-centered approach. Key to this role will be liaising with health professionals, other agencies and colleagues as appropriate.
2. Ensure that prospective and current clients are fully aware of the support available, their financial obligations, rights and responsibilities under their tenancy/occupation arrangements and all related procedures.
3. Agree and review client Independent Living Plans and Risk Assessments on a regular basis, deliver contracted hours of support to achieve the required outcomes.
4. Flexibly deliver the support identified in an Independent Living Plan through regular person-centered contact as appropriate, taking follow up action and coordinating wraparound support if required from other agencies (for example Adult Social Care, Criminal Justice, Health services) and internal departments.
5. Engage in continuous professional development and reflective practice.
6. Forge and maintain links with partner agencies and other key stakeholders as appropriate to ensure that good communication and co-operation is maintained.

7. Report any concerns relating to safeguarding of vulnerable people using the correct procedures, attending case conferences and other meetings as required.
8. Ensure that all relevant documentation and records are completed and submitted in an accurate and timely manner.
9. Actively contribute to the collection of data to be used in statutory returns.
10. To empower clients to ensure the safety, security and cleanliness of the project, including adherence with internal policies and procedures and reporting repairs where necessary
11. Handle complaints and representations in accordance with A2Dominion's policy and undertake any necessary investigations.
12. High level of relationship skills: empathy, mutual acceptance, supportive and constructive challenge; positive expectation for the future.
13. Professional and value led with integrity, inclusivity and respect for diversity.
14. Work outside of standard office hours, as required, to deliver services, following lone working procedures.

### **Line management**

N/A

### **Key internal contacts**

C&S Business Improvement Team, C&S Operations Team, Neighbourhood Team, Income Team and Tenancy Sustainment Officers.

### **Key external contacts**

Winchester Council, Rough Sleeper Coordinator, Social Services, Police, CMHT, other preventative and rehabilitation support services as required.

### **Operating environment/ dimensions**

Working within and from West View House, 29 units of accommodation within Winchester.

### **Knowledge, skills and competencies**

Essential

Desirable

<b>Qualifications/training</b>		
A working knowledge and understanding of how to support people in achieving and maintaining independence	<b>A</b>	
Housing or Support related qualification		<b>A/I</b>
Experience of providing support to diverse client groups		<b>A/I</b>
Experience of working with clients experiencing substance misuse and mental health.		<b>A/I</b>
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	<b>A</b>	
<b>Knowledge and skills</b>		
Ability to work under own initiative	<b>A/I</b>	
Ability to network and build strong relationships with partner agencies, community and key stakeholders.	<b>A/I</b>	
Organisational skills, including time management and ability to meet targets	<b>A/I</b>	
Ability to communicate effectively at different levels.	<b>A/I</b>	
Ability to use IT packages and management information systems.	<b>A/I</b>	
Ability to deal with distressed and aggressive clients.	<b>A/I</b>	
Driving Licence and use of own transport		<b>A/I</b>
<b>Other</b>	<b>Essential</b>	
Enhanced DBS check	<b>A</b>	
<b>Competency</b>	<b>Essential</b>	
<b>Influential</b> - Gaining other people's trust by demonstrating openness and honesty, behaving consistently, and acting in accordance with moral, ethical, professional and organisational guidelines.	<b>I</b>	
<b>Future focused</b> - Looks at what's possible and how to make it happen.	<b>I</b>	
<b>Engaging</b> - Achieves collective outcomes by building effective relationships both with clients and key stakeholders.	<b>AI</b>	

<b>Resilient</b> – Ability to deal with distressed and aggressive clients	<b>AIT</b>
<b>Performance</b> - delivers a consistently high service and gets the right outcomes for clients.	<b>AI</b>

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

**How we will assess your match to the job:**

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen