

- Job Title:** Support Worker, Young People and Parent & Baby
- Job Location:** Based at Belgrave Terrace, Salisbury covering other locations including Parent & Baby.
- Accountable to:** Line Manager.
- Hours of Work:** 37.5 hours per week, flexibility to work bank holidays and weekends to meet the needs of the service.
- Job Purpose:** To provide support and advice around accommodation, basic life skills, welfare benefits, health and personal issues and sign post for additional support for parents and their baby. This also covers young people's provision; allowing service users to work towards independent living.

Key Duties and Responsibilities

- Work as part of a team being responsible to your Line Manager for the wellbeing of service users.
- Provide service users with practical assistance, advice, advocacy and support in order that they might develop their skills and work toward maximising their independence.
- To hold regular innovative activities by enabling a user led approach to managing the project.
- To be proactive in building positive relationship with service users. To help create a "User led" project.

Service User/Support:

- To work with service users, to carry out assessment using Outcome Star Tool to develop their support needs, plans, and risk assessments.
- Work as a key worker for individual residents, following an agreed support plan. To implement and monitor support plans.
- To proactively work with all service users to ensure they are made aware of and understand their rights and responsibilities in relation to the scheme.
- Work with the service user to develop practical skill development as detailed in the support plan.

- To be actively involved with statutory and voluntary agencies, colleges, day services, training providers and employers to assist service users as appropriate.
- Encourage and support service users in experiencing social and leisure activities and in taking part in their local community and engaging mothers and their babies with local facilities.
- Maintain service user confidentiality within the policies and procedures laid down for the service.
- Ensure service users are treated with respect and their dignity is maintained at all times.

Administration:

- Maintain all necessary records in accordance with service policy.
- Maintain administrative records and chronology on Harmonia (Data system), recording appropriate factual information accurately.
- Maintain timesheets, expense records and mileage logs in accordance with policies and procedures.
- Ensure confidentiality in relation to all service user documentation.

Property and Equipment Maintenance/Health and Safety:

- Work with and support service users and other staff team members to ensure the maintenance of a clean and safe environment for service users, staff and visitors, ensuring all appropriate Health and Safety guidelines are adhered to in accordance with policy.
- Assisting service users with cleaning tasks, enabling them to live in a clean and healthy environment.
- Report maintenance requests in accordance with service policy.
- At all times adhere to relevant legislation, good practice and policies and procedures, including Health and Safety, Confidentiality and Equal Opportunities, Anti –discrimination. To work at all times to maintain service policies.
- After client has moved on, within 48 hours, ensure room is prepared for any new arrival. Which involves cleaning

Other:-

- To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.

- Work towards the outcomes outlined in the Charity’s Strategy for Growth and Resilience 2025-30.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To adhere to the list of general duties contained within the staff handbook.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children’s Safeguarding Board and Adult Care guidelines

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity’s Appraisal Programme.

Name.....

Signed

Date.....

PERSON SPECIFICATION

Housing Support Worker – Young People and Parent & Baby

Essential:

- Experience of working with vulnerable clients
- Educated to level NVQ 3 or above
- Early Years Qualification or equivalent Experience
- Experience of working unsupervised and on your own initiative.
- Ability to form and maintain professional working relationships with a range of individuals.
- Experience of working as part of a team
- Excellent written, verbal and non-verbal communication skills including ability to write reports
- Experience of forming and maintaining appropriate professional boundaries
- Competent IT Skills Ability to record information accurately, objectively and within prescribed timescales
- To currently hold or be committed to personal development through training leading to NVQ accreditation
- Hold current driving licence and have access to reliable car with business insurance