

ROLE PROFILE

Role Title	Support Worker	Grade / Salary	B
Directorate	North/South	Department	Generic
Responsible to	Senior Practitioner / Lead Manager	Responsible for	

Role Purpose

The Support Worker is responsible for service delivery within their team. They will be supported in this work by complex caseworkers and their management team. The Support Worker will report to either a Senior Practitioner or a Lead Manager depending on the size and scope of the project/team. At present all Thames Reach teams are based in Greater London. They will:

- Contribute to Thames Reach achieving the highest standards and effectiveness in service delivery to service users within an operating environment which is complex and changing;
- Contribute to the implementation of the team's aims and objectives, work plans, operational policies and procedures in such a way that they contribute to the mission of Thames Reach and deliver on business plan objectives.
- Support all activities within the team effectively and maintain Thames Reach standards in relation to service users/internal customers and other stakeholders alike.
- Carry out liaison roles internally and externally to Thames Reach

The support worker will provide direct support to clients in the form of key working and casework management. Support workers will carry a case load that will vary in form and quantity depending upon the project's purpose and focus. They will be the principal providers of support to clients in a project, and will work alongside lead case workers in order to have the needs of clients met when there are particular issues of a complex or multifaceted manner. They will also work alongside support assistants, so as to ensure that clients are as enabled as possible and have their independence maximised.

Responsibilities and Accountabilities

1. Contribute to the continual improvement of service effectiveness, ensuring that service users or internal customers receive a high quality outcome-focused service.
2. Work with team members including the Complex Caseworker, Lead Managers and Senior Practitioners to ensure that casework in the team is effectively delivered, including giving appropriate feedback to the line manager on the need for appropriate action to address problematic areas.
3. Provide key-work, support any crisis intervention work, complete case recording, face to face work, group work, advice giving, advocacy and other interpersonal work.
4. Ensuring that the required paperwork and monitoring is completed including the updating of case files to the standards set out by Thames Reach and the agreed requirements of the Service Commissioner.
5. Contribute to the provision of timely and accurate information, reports and analysis to Lead

Manager or senior practitioner, as they may find necessary for the proper management of Thames Reach services.

6. Contribute to the regular review of the effectiveness of service delivery, involving service users and other stakeholders in this process.
7. Contribute to the development of the annual work plan, taking on tasks to ensure its successful implementation and completion.
8. Promote best practice, including person centred support planning and effective casework management.
9. Maintain good working relationships with colleagues in other Thames Reach teams as appropriate.
10. Represent Thames Reach at other external meetings as required.
11. Contribute to the meeting of the targets in the areas of Education, Training and Employment / move on of the service users, maximising service user involvement /and other Key Performance Indicators.

The employee may on occasion, and in necessary circumstances, be called upon to undertake work in other locations other than their usual base of work, in order to ensure Thames Reach's obligations to service-users are fulfilled. In exceptional circumstances, an employee may be asked to do alternative work at another location which would be aimed at being within the competence of the employee.

The Support Worker will:

- manage a flexible workload as designated by the line manager. The caseload and its location may change subject to contracts for services and the requirements of the commissioners and funders.
- comply with the standard responsibilities outlined for all service delivery roles within Thames Reach and adopt and comply with Thames Reach ethos and values, policies and procedures, and regulatory frameworks including:
 - ★ Code of Conduct
 - ★ Equality and diversity
 - ★ Health and Safety
 - ★ Data Protection and use of IT resources
 - ★ Regulatory Standards and Schedule 1
 - ★ Risks and internal controls
 - ★ Complaints procedure
 - ★ Human Resources policies and procedures
 - ★ Financial procedures and controls
- No role profile can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time, which are broadly consistent with those described.
- The role will participate in a 24-hour 7-day on-call system to provide emergency advice and support to service users as required.

- Most posts will be expected to work some weekends and evenings at a minimum and shift work is expected in some posts. This will be included in the vacancy briefing for the post.

Knowledge, Skills and Experience

- a) Strong record and good understanding of the issues involved in delivering effective support services to a range of vulnerable people.
- b) An understanding of a range of approaches to case working including key working with service users and the implementation of different agendas, such as personalisation.
- c) An understanding of homelessness and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of homeless people which is based either on your own personal experience of being homeless or professional work or voluntary experience.
- d) Knowledge, understanding or experience of working in a casework management system.
- e) Ability to work independently using own initiative whilst remaining accountable to line management and communicating effectively as part of a team.
- f) An understanding of the importance of supportive relationships and fulfilling lives, and especially sustainable work in developing resilience and preventing homelessness.
- g) Excellent written and verbal communication skills with the potential to present information to a wide audience.
- h) The ability to establish good working relationships with service users, colleagues, other stakeholders externally and to work well within a team.
- i) Honesty, reliability and flexibility.

To be demonstrated at interview

- a) Ability to manage a varied caseload that works effectively with a range of clients', and successfully engages with clients with a range of support needs, using an outcome-based approach.
- b) A mature and thoughtful and proactive approach to the implementation of equal opportunities and management of diversity.
- c) An understanding of what is required to establish and maintain effective working relationships with service users, colleagues, funders, housing providers and other professionals and organisations.
- d) An understanding of, and adherence to legislation, procedures, policies and good practice guidelines relevant to the role.

Core Competencies for staff	
<i>Attributes/behaviours the role holder must possess to be successful in the role</i>	
Service Focused	<ul style="list-style-type: none"> - Focuses on addressing organisational priorities and understands the success of Thames Reach depends on achieving trust and mutual respect between different parts of the organisation - Able to represent Thames Reach effectively to all internal and external stakeholders - Works effectively in partnership with others. - Strong commitment to service users and passionate in belief that they can make real and lasting changes in their lives - Portrays the organisation in a positive light
Clarity of Purpose	<ul style="list-style-type: none"> - Delivers objectives and targets linked to the team's workplan and priorities - Establishes clear priorities, a practical framework for achieving them and keeps issues in proportion - Focuses on quality, impact and outcomes/results - Exercises a good level of judgement and is confident in decision making - Takes ownership for decisions that affect self, others and the organisation, within their range of responsibility
Embracing Change and Innovation	<ul style="list-style-type: none"> - Contributes to continuous organisational improvement - Understands the need and actively contributes to change - Is responsive, flexible and positive - Responds positively to change - Is creative and innovative and able to bring improvements in systems and practices
Team Working	<ul style="list-style-type: none"> - Maximises the contribution of self and others to the organisation - Provides constructive and positive feedback to colleagues - Is supportive of others and shares knowledge, ideas and resources - Listens to others and shows sensitivity to their needs, positions and points of view - Sees productive conflict as normal and healthy and effectively handles disagreements and differences of opinions - Motivates and inspires others
Effective Communication	<ul style="list-style-type: none"> - Respectful and courteous - Uses appropriate methods of communication - Clear with own boundaries as well as those of others including service users - Able to communicate effectively with different individuals and partners including service users, colleagues, commissioners and members of the local community - Able to collect, collate and present relevant information based on research, knowledge, experiences of self and others in a form that is appropriate to the target audience

<p>Efficiency and Effectiveness</p>	<ul style="list-style-type: none"> - Plans work efficiently to maximise effectiveness - Takes action to promote a positive and good working environment - Plan, prepare and review own work and identify potential future problems - Consistently performs to a high standard and takes action to solve problems in timely manner - Conscientious and professional
<p>Managing and Developing Self</p>	<ul style="list-style-type: none"> - Self critical and reflective - Emotionally resilient and develops ways to manage stress and pressure of the job - Manages upwards as well as downwards - Identifies learning and development needs to enhance performance and contribute to the achievement of the organisation's objectives - Assesses and continually develops own competence, seeking and accepting feedback from others