

**ROLE PROFILE**

<b>Role Title</b>	Assistant Support Worker	<b>Grade / Salary</b>	A
<b>Directorate</b>	North/South	<b>Department</b>	Generic
<b>Responsible to</b>	Senior Practitioner / Lead Manager	<b>Responsible for</b>	N/A

**Role Purpose**

The support assistant is a member of the service delivery team, working alongside support workers and complex case workers. The support assistant will be accountable to either a senior practitioner or lead manager depending upon the size and scope of the team. The support assistant role is an entry level role which will give the post holder opportunities to develop the level of skill desired to progress to a support worker post.

The support assistant will provide direct support to clients catered for by the project team. This support will vary depending upon the functions of the project and also the nature of the support requires. However, a key element is that much of the support assistant's role will be to complement the support provided by key workers (whether they are support workers or complex case workers). The support assistant will, as part of their development, take on a small case load of clients – which will vary depending upon the particular project. Clients will be allocated by the support assistant's line manager, and the allocation will take into account the developing capabilities and capacities of the support assistant, alongside the clients' needs and risk assessment. They will also:

- undertake various tasks which will assist in the delivery and continued development of the service, under guidance from the line manager, and another staff member. These areas of work will enhance the support assistant's professional development as well as add value to the service provision;
- Contribute to Thames Reach achieving the highest standards and effectiveness in service delivery to service users;
- 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.

**Responsibilities and Accountabilities**

1. Spending time with service users, inducting new service users, supporting on-going caseloads, identifying activities that will support them and facilitate their journey towards enablement and recovery.
2. Maintain and support links made into community programmes and resources.
3. Ensuring that the required paperwork and monitoring is completed including the updating of case files and support plans to the standards set out by Thames Reach and the agreed requirements of the Service Commissioner.

4. 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.
5. Contribute to the regular review of the effectiveness of service delivery, involving service users and other stakeholders in this process.
6. Contribute to the continual improvement of service effectiveness, ensuring that service users or internal customers receive a high quality outcome-focused service.
7. Contribute to the development of the annual work plan, taking on tasks to ensure its successful implementation and completion.
8. Maintain good working relationships with colleagues in other Thames Reach teams as appropriate as well as external teams/services and agencies.
9. 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 Assistant will:

- 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 may on occasion 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.

<b>Knowledge, Skills and Experience</b>	
	<p>a) A strong commitment to providing a high standard of service to a range of vulnerable people.</p> <p>b) An understanding of homelessness and its impact on the lives of individuals and a depth of understanding of the needs and aspirations of homeless people which is based <u>either</u> on your own personal experience of being homeless <u>or</u> professional work or voluntary experience.</p> <p>c) Ability to communicate effectively as part of a team.</p> <p>d) Good written and verbal communication skills with the potential to present information to a wide audience.</p> <p>e) Honesty, reliability and flexibility.</p> <p>f) A mature and thoughtful approach to equal opportunities and diversity in service provision.</p> <p>g) An ability to learn and a willingness to acquire new skills and train alongside more experience staff.</p>

<b>Core Competencies for staff</b>	
<i>Attributes/behaviours the role holder must possess to be successful in the role</i>	
Service Focused	<ul style="list-style-type: none"> <li>- 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</li> <li>- Able to represent Thames Reach effectively to all internal and external stakeholders</li> <li>- Works effectively in partnership with others.</li> <li>- Strong commitment to service users and passionate in belief that they can make real and lasting changes in their lives</li> <li>- Portrays the organisation in a positive light</li> </ul>
Clarity of Purpose	<ul style="list-style-type: none"> <li>- Delivers objectives and targets linked to the team's workplan and priorities</li> <li>- Establishes clear priorities, a practical framework for achieving them and keeps issues in proportion</li> <li>- Focuses on quality, impact and outcomes/results</li> <li>- Exercises a good level of judgement and is confident in decision making</li> <li>- Takes ownership for decisions that affect self, others and the organisation, within their range of responsibility</li> </ul>

<p>Embracing Change and Innovation</p>	<ul style="list-style-type: none"> <li>- Contributes to continuous organisational improvement</li> <li>- Understands the need and actively contributes to change</li> <li>- Is responsive, flexible and positive</li> <li>- Responds positively to change</li> <li>- Is creative and innovative and able to bring improvements in systems and practices</li> </ul>
<p>Team Working</p>	<ul style="list-style-type: none"> <li>- Maximises the contribution of self and others to the organisation</li> <li>- Provides constructive and positive feedback to colleagues</li> <li>- Is supportive of others and shares knowledge, ideas and resources</li> <li>- Listens to others and shows sensitivity to their needs, positions and points of view</li> <li>- Sees productive conflict as normal and healthy and effectively handles disagreements and differences of opinions</li> <li>- Motivates and inspires others</li> </ul>
<p>Effective Communication</p>	<ul style="list-style-type: none"> <li>- Respectful and courteous</li> <li>- Uses appropriate methods of communication</li> <li>- Clear with own boundaries as well as those of others including service users</li> <li>- Able to communicate effectively with different individuals and partners including service users, colleagues, commissioners and members of the local community</li> <li>- 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</li> </ul>
<p>Efficiency and Effectiveness</p>	<ul style="list-style-type: none"> <li>- Plans work efficiently to maximise effectiveness</li> <li>- Takes action to promote a positive and good working environment</li> <li>- Plan, prepare and review own work and identify potential future problems</li> <li>- Consistently performs to a high standard and takes action to solve problems in timely manner</li> <li>- Conscientious and professional</li> </ul>
<p>Managing and Developing Self</p>	<ul style="list-style-type: none"> <li>- Self critical and reflective</li> <li>- Emotionally resilient and develops ways to manage stress and pressure of the job</li> <li>- Manages upwards as well as downwards</li> <li>- Identifies learning and development needs to enhance performance and contribute to the achievement of the organisation's objectives</li> <li>- Assesses and continually develops own competence, seeking and accepting feedback from others</li> </ul>