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**Job description template**

**Job title:** Support Worker

**Location:**

**Type of working required:** *Please add detail here as to the type of working arrangements that the candidate can expect i.e. home based/out based/nights/weekend/etc.*

**Department name:** *Delete if N/A*

**About your organisation and the department:** *Please add details here about your organisation i.e. purpose, vision or mission, the type of environment/specific sector that they will be working in. This should provide the candidate with a view on the culture and purpose of the organisation.*

*Example**-* *We are looking for compassionate and motivated people from all backgrounds to join* ***xxxx.*** *We offer a rewarding career and great benefits within a caring and positive* workplace culture, based on respect and dignity for those experiencing homelessness who need support.*We believe strongly in the growth of our employees and encourage and foster the desire to learn, advance and progress within our organisation. We understand the importance of a healthy work-life balance and value the commitments you may have and therefore we are happy to consider flexible working applications. If we can make it work – we will!*

**The purpose of this role is** toassist people to live well, be independent and connected to their own community. To support people with kindness and compassion ensuring that they are empowered to make informed choices and be actively involved in all aspects of their life.

**About the role**

* Develop positive relationships as a key principle for change, understanding that every interaction is an opportunity for engagement.
* Undertake initial and continuous assessment of needs and potential risks and agree levels of support and actions with the client, ensuring their full involvement
* Assess, monitor, and review clients’ ability regarding their practical and social skills, using a strength-based approach - focusing on what they can do, rather than what they can’t.
* Provide social, practical, and emotional support so that each individual can achieve their personal goals and aspirations.
* Empower clients to ensure they receive the service and benefits they are entitled to and advocate on their behalf if and when required
* Protect the safety of the people you are supporting, following all management plans consistently including those relating to health, diet, medication, finances, and behaviour.
* Work within agreed boundaries, following operational guidance, policies, and procedures.

**Job skills, experience, and qualifications:**

* Ability to communicate effectively with customers, staff, and stakeholders in plain, easy to understand English, both in writing and verbally.
* Willingness to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it.
* Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
* Excellent time management skills and ability to meet deadlines and achieve goals.
* Passionate about making a real difference to people’s lives, and supporting people to be independent, safe, healthy and happy.
* Passionate about social justice and the rights of people who experience discrimination.
* Non-judgmental, compassionate, kind, empathetic, courageous, and brave enough to report concerns if observed.

**Essential:** *Core skills needed to undertake the role in addition to the above.*

**Desired:** *Skills that it would be good if the candidate had in addition to the above.*

**Additional Details:** *It is strongly encouraged if your organisation follow this policy below, to add a clear statement in this job advertisement of your commitment to inclusivity such as below or to make up a different one of your choice.*

*Example -* *We welcome applications regardless of age, disability, marital status (including civil partnerships), pregnancy or maternity, race, religion or belief, sexual orientation, transgender status, sex (or gender), neurodiversity, employment status, trade union affiliation, or other irrelevant factor. We welcome applications from military veterans or service leavers. We will interview all disabled applicants who meet the essential criteria.*

*Also consider any flexible working arrangement opportunities and any selection processes that you use.*

**How to apply:** *Link to website or email address to send CV to. Please also include a telephone number for those who are visually impaired or blind and an SMS number for those who are either deaf or hearing impaired so they can initiate contact and arrange for support in applying for the job if needed in any way or request a different format or method.*

**Salary range:** *£xxxx - £xxxx*

**Closing date**: xxxx

**For information please contact:** *Name and contact details of recruiting manager.*