



Role Profile

Support Worker (High Support Accommodation Service) - weekend, early evening and nights

Second Step

9 Brunswick Square

Bristol BS2 8PE

March 2024

1. Job description

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1 Job purpose

To provide a high-quality support to service users within the aims and objectives of the designated Second Step service.

Job Context

Second Step is a leading Mental Health charity in the Southwest offering housing, support and hope to thousands of people with mental health and other related support needs. We aim to support people's recovery and wellbeing to achieve their hopes and ambitions. Second Step operates in BANES, Bristol, Somerset, North Somerset and South Gloucestershire. This role will work across our Supported Housing services in Bristol, subject to review and change.

Our High Support Accommodation Service supports people (often facing multiple disadvantage) who live in our housing properties across Bristol. Staff work in a psychologically, trauma and adversity (PAT) informed way, and draw on recovery, strength-based and restorative approaches. Support staff provide tailored support and interventions, working with service users to enable them to remain safe, overcome barriers, consider options/choices, develop skills, achieve their goals and access/move to more permanent and/or appropriate accommodation, helping to prevent repeat homelessness.

Support staff carry and manage caseloads and are responsible for providing high quality, tailored support and interventions; including creating collaborative safety and inclusion plans and support plans and building trust as part of their relational journey with service users.

1.2 Organisation

Immediate Supervisor: Senior Support Worker

Colleagues/Peers: Support Workers/Assistants, Housing Workers.

Direct Reports:None

1.3 Job accountabilities

- Carry out role adhering to Second Steps policies, procedures, values, code of conduct and current legislation and with a Recovery orientated approach.
- Collaboratively create and review support plans in partnership with service users in line with Second Step policies and procedures and best organisational practice. Liaise effectively with all agencies and other parties to build a 'my team around me'/multi agency approach to support delivery, ensuring effective planned support and interventions.
- Identify, assess and manage risk to ensure risk is minimised and service user and staff safety is maximised at all times, including collaboratively create and regularly review safety and inclusion plans with each client. Work in a safe manner ensuring the health and safety policies of the organisation are implemented and fully adhered to.
- Build and sustain safe and trusting relationships with service users to enable them to achieve the goals/actions agreed within their safety and inclusion and support plans; helping them to make informed decisions about their journey and choices, for example, their: physical and mental wellbeing; cultural, communication and economic needs; current and future living environments and; social/relational support needs - maximising their independence and advocating as appropriate.
- Liaise with/support the Housing Team with regards to any property/tenancy management related issues that may arise, including for example: reporting/chasing repairs, timely updates re service users moving out, void actions and new starters, supporting housing workers with H&S/welfare checks, jointly planning/facilitating house meetings, joint planning around e.g. anti-social behaviour, neighbour complaints, potential abandonments, etc., maintain effective communication at all times.
- Promote and facilitate service user involvement and inclusion within the organisation and the community in line with Second Step objectives.
- Contribute to project work, development initiatives and implementation of policies and procedures with guidance from Team Manager and Senior Support Workers.
- Regularly review/discuss your caseload of service users with your line manager and manage your caseload effectively, documenting contact, support and any incidents/concerns effectively and agreeing actions; making best use of supervision, case meetings, creative solutions and reflective spaces and debriefs and ensuring all training is attended/completed as required.
- Attend and contribute effectively at all relevant meetings, including team meetings, case management meetings, supervisions, client solution spaces and reflections. Work with your line manager to identify your induction, ongoing learning and personal development plans, as part of your induction and ongoing support and development

1.4 Performance measures and critical success factors

1. Support plans and safety and inclusion plans are collaborative, realistic, client and outcome focused and delivered to time and agreed standard.
2. Caseloads effectively managed, including weekly planned face to face support sessions, critical interventions are managed with support from your line manager, contact with service users is maintained at least fortnightly, cover and handover is effectively managed, communication (with the SH team, service users and other stakeholders) is effective at all times, service user records and events (incl incidents) are accurately recorded and up to date.
3. Positive outcomes for service users are achieved, including maintaining their tenancies and securing appropriate move-on accommodation.
4. Full implementation of policies and procedures.
5. Contribution to the development of the service.
6. Collaboration and contribution to the effectiveness of the team.

7. People profile

2.1 Person specification

	Essential	Desirable
Qualifications/IT skills	<ul style="list-style-type: none"> Numeracy and literacy to GCSE level/NVQ 2 or equivalent IT skills including ability to produce various documents in Word, and use email and the internet. 	<ul style="list-style-type: none"> A recognised qualification in a relevant field (for example DipSW, RMN, CPN)
Knowledge	<ul style="list-style-type: none"> knowledge of support needs of people with mental health needs knowledge regarding equality and diversity knowledge of risk/safety issues, especially when working with people with mental health, housing, offending and other needs 	<ul style="list-style-type: none"> knowledge of welfare benefits particularly relating to single homeless people. knowledge of the social care sector particularly relating to single homeless people.
Experience	<ul style="list-style-type: none"> A minimum of one year's experience of working with people with mental health needs Experience of supporting people with multiple needs (e.g. mental health, homelessness, alcohol/drug dependency, rough sleeping) Experience of assessing/managing risk and/or support planning 	<ul style="list-style-type: none"> experience of working within a housing and support agency experience of mental health issues and/or services, either as a user, carer or supporter.
Values	<ul style="list-style-type: none"> Commitment to diversity and equal opportunities at work Able and motivated to work in a trauma informed, strength based and Recovery focused way Share second step values and demonstrate how your own values align 	

8. Competencies

Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Achieving Results</p> <p>Relevance to Recovery: Services reduce barriers, support service users to find their own solutions and to achieve positive outcomes.</p>	<p>Plans own work and meets agreed goals within the time available</p> <p>Can problem solve alone but knows when to involve others. Able to use more than one approach when solving problems.</p> <p>Works hard and stays focussed on priorities, increases effort without guidance</p>	<p>Prioritises key tasks and manages own workload, taking into account the impact of own work priorities on those of others.</p> <p>Able to use a range of approaches to analyse and manage problems and performance issues.</p> <p>Sets appropriate targets for self and others, will “go the extra mile” to deliver work on time and within budget.</p>	<p>Adjusts own work priorities to take other’s priorities into account, and involves other people to achieve goals.</p> <p>Carries out complex analysis of problems, develops innovative approaches to problems and takes calculated risks.</p> <p>Sets appropriate long term objectives that improve the service and the performance of the organisation.</p>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Customer Care</p> <p>Relevance to Recovery: Everything we do and how we do it carries the message that recovery is possible for everyone using our services.</p> <p>Customers include: Service users Carers Members of the public External agencies</p>	<p>Understands explicit service user needs, including cultural needs and supports service users to develop skills to meet their needs.</p> <p>Is aware of Equal opportunities issues and how discrimination can affect service users and other customers.</p> <p>Works to establish good relationships with service users, visitors and other customers.</p>	<p>Understands explicit service user experiences and needs and identifies ways in which the service can respond effectively.</p> <p>Ensures that their service/team does not discriminate against people on the grounds of age, gender, race, ethnicity, faith, sexual orientation or ability.</p> <p>Works hard and invests time getting to know and developing good working relationships with</p>	<p>Understands both explicit and implicit service user needs and identifies ways in which service/organisation can respond effectively.</p> <p>Develops strategies for involving service users in measuring the performance of services.</p> <p>Promotes awareness of the impact of stigma and discrimination and acts to reduce</p>

<p>Funders Any other interested parties</p>	<p>Understands Second Step's code of conduct and values and makes sure that their working relationships reflect these.</p>	<p>service users and other customers. Knows who their key customers are and is able to change own style to suit different customer's needs.</p>	<p>it, both within the organisation and with external agencies. Identifies and nurtures customer contacts that have a positive impact on work and/or Second Step.</p>
<p>Competency</p>	<p>Entry Level (2)</p>	<p>Desired Level (3)</p>	<p>Exceptional Level (4)</p>
<p>Effective Communication Relevance to Recovery: How we talk to people, our non verbal communication, how we record our work, all give a positive message of hope and recovery.</p>	<p>Understands the information required by their peers and reports and is skilled and confident at communicating with, and listening to, others. Designs and writes well structured, clear and relevant documents, letters and reports. Communicates with others in a form and manner that takes into account their background, culture and level of understanding.</p>	<p>Plans and manages all communications and ensures they are clear, effective and have maximum impact. Is a sensitive communicator, able to diffuse difficult situations by careful handling of communications. Designs and creates effective presentations and reports and is skilled and confident in presenting to audiences.</p>	<p>Has highly developed presentation abilities and is effective at promoting the key messages and objectives of organisation. Plans communication around the needs/objectives of the audience. Distils key messages or key conclusions from complex situations.</p>
<p>Competency</p>	<p>Entry Level (1)</p>	<p>Desired Level (2)</p>	<p>Exceptional Level (3)</p>
<p>Partnership and Teamwork Relevance to Recovery: All team work and partnerships should centre on the support requested by</p>	<p>Is considerate to the needs of others at work and openly shares information with them. Participates willingly in the team and does their share of work.</p>	<p>Develops and maintains effective working relationships, understands and contributes to the collective responsibility for achieving results.</p>	<p>Always tries to understand the needs and priorities of colleagues and reports, builds relationships based on co-operation, respect and trust.</p>

<p>an individual and work collaboratively to achieve this. Every service user should have full knowledge of who is involved in their support.</p>	<p>Makes an effort to build good working relationships with peers, their team and external agencies.</p>	<p>Helps team decision making by their own contribution and supporting others to contribute.</p> <p>Makes a positive contribution to wider team processes such as problem solving, or implementing change.</p>	<p>Facilitates in their team a culture of openness, co-operation, trust and responsibility.</p> <p>Shares power within the organisation and across networks and develops constructive relationships with SMT and other stakeholders, to enable their true involvement in decision making.</p>
<p>Competency</p>	<p>Entry Level (1)</p>	<p>Desired Level (2)</p>	<p>Exceptional Level (3)</p>
<p>Personal and Professional Development</p> <p>Relevance to Recovery: Being open to learning about ourselves and from others, being committed to continual learning and development, assists us to support individuals in their recovery.</p>	<p>Is aware of their own feelings and is able to manage their emotions when faced with difficult situations.</p> <p>Stays calm in a crisis and supports others to stay calm.</p> <p>Uses supervision effectively and is keen to learn, takes responsibility for their own development by actively taking part in learning opportunities.</p>	<p>Understands the nature and causes of their emotional reactions to particular situations and actively manages own emotions and reactions when necessary.</p> <p>Is sensitive to the needs of others in difficult or pressured situations.</p> <p>Actively participates in supervision, reflects on supervisor’s feedback and applies this learning to future work.</p>	<p>Knows their strengths, and limitations, and understands how they impact on others in a range of situations, including when providing leadership that makes a difference to their team.</p> <p>Recognises others’ anxieties and problems, and facilitates them to find ways of dealing constructively with these.</p> <p>Uses reflection on their work in supervision to maintain and improve their work.</p> <p>Maintains their own personal and professional development by using both formal and informal learning opportunities,</p>

			independent of/in addition to, their supervisor's suggestions.
Competency	Entry Level (1)	Desired Level (2)	Exceptional Level (3)
<p>Service Area Expertise</p> <p>Relevance to Recovery: Services support individuals to find ways of understanding and meeting their own needs.</p>	<p>Understands routine work related tasks.</p> <p>Follows correct procedures in carrying out tasks.</p> <p>Works within Equal Opportunities Policy.</p>	<p>Understands the specialist and/or professional requirements of the job and applies this in their day to day work.</p> <p>Has an up to date knowledge of the full requirements of the job and is willing and able to learn new skills as necessary.</p> <p>Applies Equal Opportunities principles to practice within own service/team.</p>	<p>Has a comprehensive understanding of the specialist and/or professional requirements of the job and applies this in all areas of their work.</p> <p>Acts as a reference point within own particular service/team.</p> <p>Ensures the service/team respects diversity in all aspects of service delivery.</p>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Recovery Orientated Practice</p>	<p>Has an understanding of recovery principles and values including:</p> <ul style="list-style-type: none"> ▪ Listening to peoples stories in a non judgemental way. ▪ The importance of helping people meet their own needs. ▪ The importance of enabling social inclusion 	<p>Consistently applies recovery principles and values in direct work with service users.</p> <p>Is able to use a recovery focussed approach with service users with a range of needs.</p> <p>Actively promotes recovery with colleagues and the wider organisation</p>	<p>Is able to apply recovery principles and values in all aspects of work, with groups and individuals throughout the organisation</p> <p>Integrates recovery principles and values into service development.</p>

	<ul style="list-style-type: none"> How approaches and services can help or hinder recovery. 		
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Working with Change</p> <p>Relevance to Recovery: Staff and systems are flexible and respond to customer's changing needs</p>	<p>Is adaptable to new ways of working and is willing to accept new challenges.</p> <p>Contributes ideas for change and improvements in a positive and constructive way.</p> <p>Is flexible when changes are required, even at short notice.</p>	<p>Effectively implements changes in policy and procedure with guidance.</p> <p>Understands that the working environment is one of constant change and is able to explain and promote the benefits of change.</p> <p>Involves others when changes are required so they have a sense of ownership.</p>	<p>Effectively implements new strategies with guidance.</p> <p>Views change as an exciting opportunity and continually strives to identify changes that will improve services.</p> <p>Involves the whole team in any process of change so they have a sense of ownership.</p>
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Organisation and Sector awareness:</p> <p>Relevance to Recovery: Having a good knowledge of our services and other resources to increase choice for service users.</p>	<p>Knows and understands Second Step's key values and can demonstrate how they apply them to their day to day work.</p> <p>Understands structure and aims of all services within Second Step.</p> <p>Knows who our key partners and competitors are.</p>	<p>Knows and understands Second Step's mission statement, vision and values and applies these to all areas of their work.</p> <p>Knows how own role and service/team fits into the overall organisation of Second Step and partners.</p>	<p>Knows who the key decision makers are and what their views are on important issues.</p> <p>Networks and has contacts across Second Step and partners.</p> <p>Shows sensitivity to the strategic priorities and any resource constraints within Second Step and other agencies.</p>

		Keeps up to date with changes in sector and can describe how they impact on our work.	
Competency	Entry Level (2)	Desired Level (3)	Exceptional Level (4)
<p>Policy, Procedure and Practice.</p> <p>Relevance to Recovery: Policies and procedures support individual service users in their own recovery journey and inform our best practice. Services are delivered in line with equal opportunities and do not discriminate.</p>	<p>Understands how, and can explain why, policies and procedures are applied for the benefit of service users and staff.</p> <p>Identifies areas where improvements to policy, procedure or practice can be made.</p> <p>Identifies when changes to practice impact on policies and procedures.</p>	<p>Actively pursues improvements to procedures which produce benefits to all.</p> <p>Challenges policies and procedures which have a negative impact on service delivery</p> <p>Uses judgement to reach decisions on situations not fully covered by policies or procedures</p>	<p>Is able to draft new policies as required and incorporate organisational knowledge and best practice into these.</p> <p>Actively and accurately identifies gaps in policies and remedies these within appropriate timescale.</p> <p>Ensures any new policies and/or procedures are effectively promoted and implemented throughout service/team and organisation.</p>