



Specialist Support Worker Job Description

Homelessness Services Statement of Purpose

The Salvation Army Homelessness Services are committed to providing opportunities that support each person to find their purpose, develop positive relationships and experience a sense of community.

Everything we do will be underpinned by our core values, demonstrated within our daily practice and measured against our priorities of Transformation, Integration, Discipleship and Effectiveness.

Our Core Values

All our work is based on Christian principles. All employees are expected to carry out their duties in accordance with our core values of:-

- Integrity
- Passion
- Accountability
- Boldness
- Respect
- Compassion



Overall Purpose of the Role

The role of the Specialist Support Worker with The Salvation Army is critical to providing an enhanced level of service for our vulnerable clients. As a highly competent Specialist Support Worker you will be responsible for taking a lead role in a specialist area, or working within a specialist programme and/or team to plan and deliver a high quality support service, which promotes client choice and control and ensures clients learn new skills, make positive life choices and achieve the best possible outcomes.

- Responsible to:** Service Manager/ Programme Coordinator
- Responsible for:** Line management responsibility will be agreed locally.
- Salary:** Grade SP



Strategic Mission Plan

The work of the Homelessness Services Unit is underpinned by our Strategic Mission Plan. In this document we have set out to ensure that our programmes encourage purpose and relationships, a sense of community and provide support.

Within the Plan there are seven performance areas:

Enabling Transformation

We aim to establish a culture that encourages everyone to see mission in its widest context and to ensure all our programmes achieve positive outcomes; with the aim of seeing lives transformed by increasing a sense of purpose, self-esteem, self-worth and resilience.

Empowering People

We aim to ensure that all our services provide opportunities to empower and inform individuals and give everyone the opportunity to access life changing programmes.

Achieving Excellence

We aim to exceed the expectations of our stakeholders by working together with them to agree clear goals, targets and measures to which we can then be held accountable

Providing Opportunity

We aim to place the service user at the heart of all that we do and utilise our strengths and experience whilst demonstrating our willingness to embrace new ideas.

Developing our Team

The recruitment, development and retention of our staff team is intrinsic to our performance and quality of services. We aim to ensure that our staff teams are productive, happy and engaged in working to their full potential.

Encouraging Growth

We aim to be consistent and intentional in identifying and deciding on new opportunities that bring stability, offer sustainability and encourage growth.

Value for Money

We aim to achieve increased efficiency, improve effectiveness and focus on delivering value for money

All job descriptions will be linked to these performance areas and measured against the required standards.



Outline of Duties

Enabling Transformation

- Understand and work within the Mission and Values of The Salvation Army acting in a professional and ethical way at all times when representing the organisation.
- Support the Spiritual Programme running within the service where required.
- Respect the diversity of other people's culture, faith and practice.

Empowering People

- Work in line with all relevant legislation and guidelines to protect clients, colleagues, staff and visitors from any mistreatment, accident or injury. This will include, amongst others, aspects relating to diversity, inclusion, equality and health and safety.
- Carry out any client checks, planning and risk assessments as required.
- Ensure service development in the specialised area is in partnership with clients and in line with both Territorial and local strategy and make appropriate recommendations for improvements to the Service Manager/Programme Co-ordinator.
- Liaise with Programme Co-ordinator and Service Manager and any funding body or team in the preparation of case reports and statistical reports, whilst maintaining all relevant records including monitoring post support progress
- Promote implement and ensure compliance with the Salvation Army's Equality and Diversity policy

Achieving Excellence

- Stay up to date with and work within regulations, policy, procedures and best practice in all fields relevant to their work.
- Be passionate and driven with the ability to lead programme delivery in specialist areas in line with the challenges of working within the voluntary sector.
- Attend agreed appropriate internal and external networks, forums and meetings in the specialist area.
- Be proactive in maximising outcomes which will demonstrate quality and effectiveness in all aspects of the programme.
- Work with the management team to demonstrate development of service delivery in line with organisational and legislative requirements, including the ISO 9001 Quality Management System as applicable to your work activity.



Providing Opportunity

- Carry out any client checks, planning and risk assessments as required.
- Regularly update on your specialised area of responsibility, providing recommendations for ongoing service improvement.
- Take a lead in service development in the specialised area including supporting other staff in their area of work.
- Ensure client consultation is included and integral in service development initiatives in the specialised area.
- Take a lead in complex cases in the specialist area or where specialist knowledge and expertise is required.
- Work as part of a specialist team to deliver a specific programme of support.
- Where appropriate, complete and review client assessments including risk assessments, within contractual timeframes and ensure person centred and outcome focussed support plans are created in accordance with Salvation Army Policy
- Conduct regular client support plan reviews within contractual timeframes and ensure clients are meeting their identified goals in accordance with Salvation Army policy.
- Design and deliver a range of in-house support provision which clients can opt into thereby promoting individual choice and designed to achieve successful outcomes for clients.
- Effectively signpost clients to external providers where their identified support needs cannot be met through in-house provision.
- Adopt a multi-agency approach to supporting clients including co-ordinating case conferences, involving other support providers in assessments and reviews and ensuring effective outcomes for clients.
- Use motivational interviewing as one of a broad range of approaches to working with people in order to achieve change and help clients maximise their potential

Developing our Team

- Work with, delegate to and coordinate the work of Assistant Support Workers / Early Intervention Workers with clients, ensuring the actions within support plans and other activities around the support of clients are addressed in a timely, professional and appropriate manner.
- Ensure good communication with Assistant Support Workers / Early Intervention Workers, volunteers and other staff working with clients so they are aware of and involved in addressing the needs of clients as defined by their support plans.
- Proactively pursue own personal development of specialist area, ensuring you are fully up to date with current good practice, legislation, service delivery and policy in the field,



including maintaining an awareness of practice and professional qualifications in the specialist area.

- Play an active role in supervision and appraisal with manager.
- Develop competences in decision making, IT, communication, case management, motivation, listening, and delegation of work and interpersonal skills.
- Demonstrate their skills, knowledge and development by cascading relevant training internally.
- Support and develop Support Workers / Assistant Support Workers / Early Intervention Workers in their professional development and their work with clients. This includes training, mentoring and monitoring of interventions with clients.
- Support and develop volunteers, this may include on the job training, mentoring and day to day monitoring of allocated tasks.

Encouraging Growth

- Regularly update on your specialised area of responsibility, providing recommendations for ongoing service improvement
- Through the support planning process ensure that Tenure requirements are met, maintained, monitored and updated
- Ensure service development in the specialised area is in partnership with clients and in line with both Territorial and local strategy and make appropriate recommendations for improvements to the Service Manager/Programme Co-ordinator.
- Attend agreed appropriate internal and external networks, forums and meetings in the specialist area.

Value for Money

- Through the support planning process ensure client benefits are maximised and personal payments are made as part of a budget plan
- Work as part of the overall service team to ensure the most effective use of financial and other resources.

Other Duties

- The Specialist Support Worker may function as part of the management/duty management rota as and when required.
- The Specialist Support Worker will complete any other duties as could be reasonably expected of someone in the fulfilment of this role.



Person Specification

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The Essential Requirements indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under Desirable Requirements are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

Item	Factor	Essential (Minimum Requirements)	Desirable
1	Physical Make up	<ul style="list-style-type: none"> Smart, professional, business-appropriate appearance at all times 	
2	Education Training Experience	<ul style="list-style-type: none"> Level 3 qualification or equivalent in a related field or be willing to work towards Experience of working with vulnerable clients in programme area associated with the specialism. Conducting risk assessments, develop Person Centred Support Plans and facilitation methods to promote client engagement and successful outcomes Preparing statistical reports, managing tenure requirements and client debt (personal payments and statutory debt) as part of budget plans Demonstrate values of integrity and accountability within working practice 	
3	General	<ul style="list-style-type: none"> Knowledge of the benefit system and an understanding of supported housing funding streams and reporting requirements Legislation relating to Health and Safety and safeguarding of clients and staff Knowledge of the main support needs which are commonly faced by homeless and vulnerable clients Specialist knowledge and expertise appropriate to the role 	<ul style="list-style-type: none"> Delivering a client focussed service which undertakes holistic support needs, risk assessments and identifies appropriate support Experience of programme development
4	Special Aptitude & Skills	<ul style="list-style-type: none"> Motivation towards supporting vulnerable clients to achieve focussed and positive life outcomes Ability to work in busy environment, be solution focused, show good time management skills and can demonstrate ability to prioritise and make decisions under pressure Improve standards by demonstrating own initiative towards problem solving which help benefit colleagues and clients Good verbal and written communication skills Good team working skills Good people management skills Proficient in range of IT Packages including Microsoft Contribute to the creation and maintenance of a culture of continuous improvement within the 	<ul style="list-style-type: none"> A working knowledge of Salvation Army policy, procedures and structures. A sound understanding of the issues related to people experiencing homelessness



		service. <ul style="list-style-type: none">• Evidence of commitment to continuous professional development• Understand a personal value base which is in line with core values of the organisation	
5	Disposition	<ul style="list-style-type: none">• Ability to understand, demonstrate and apply our core values of integrity, accountability, compassion, passion, respect and boldness.• Ability to work under pressure	
6	Motivation	<ul style="list-style-type: none">• A passion for transforming the lives of people experiencing homelessness	
7	Circumstances	<ul style="list-style-type: none">• Able to work within the Christian ethos of The Salvation Army• Work shifts, unsociable hours, weekend work – flexible approach to hours worked where required	