



JOB DESCRIPTION

POST: Support Officer Corona House

SECTION: Community Support Services

WRITTEN BY: Community Support Manager/Service Manager

DATE: Updated July 2023

RESPONSIBLE TO: Service Manager

JOB PURPOSE:

CHS Community Support Services work with people with care and support needs who are homeless or at risk of homelessness, to promote independent living skills. The services aim to provide the highest quality support and accommodation, so that service users achieve/work towards their personal aspirations and can live as independently as possible. The services also support people to sustain their tenancies where they are in independent accommodation.

Main Responsibilities

A. Support Service

1. Conduct the aspirations and needs assessments and safety planning with individuals and support them in taking and managing risks.
2. Understand individual women's previous experience of difficulties in interpersonal relationships including domestic abuse, sexual abuse, loss of children and relationship break down.
3. Key work an allocation of resident women, meeting with them regularly to develop, action and review their individual support plans. The support plan will set out the resident's goals and support to be provided to achieve these, including:
 - Practical day-to-day matters such as shopping, cleaning, cooking, health and safety at home, reporting repairs, using housing services, contacting your landlord.
 - Emotional care and development, such as building self-awareness, understanding triggers for unwanted feelings/behaviours, employing tools to enable self-regulation and accessing therapeutic services.
 - Finding meaningful occupation - employment, education/ training, volunteering, social activities
 - Forming a support network – friends, neighbours, family.
 - Digital awareness – finding opportunities to connect with others, use basic applications and devices, understanding fraud and the risks associated with using online platforms and how to manage these.

- Managing finances - including dealing with debt, wise spending, understanding/paying bills, opening and managing a bank account, welfare benefits and appeals, maximizing their financial position - eg through spending plans and savings.
 - Physical and mental wellbeing, including personal hygiene, sexuality, using medical services.
 - Finding suitable accommodation.
4. Establish and review the personal strengths and aspirations of women using the Rickter Scale outcomes tool and translate these into planned actions.
 5. Conduct regular reviews with each woman, involving relatives/friends/advocates, referrers, or other relevant/involved agencies.
 6. Work closely with other agencies to meet women's accommodation and support needs – including social care – CPFT, GP's, CPNs, MIND, Women's Aid, Cambridge Women's Resources Centre, City Council - housing and homeless departments, Police, Landlords, welfare benefits, advocacy groups such as Centre 33 and CIAS.
 7. Provide pre-tenancy training to residents and establish/implement a move-on plan to support each woman to resettlement in suitable accommodation.
 8. Actively seek the views of women and involve them in decision-making to improve their services and accommodation – e.g. house meetings, one to one meetings, steering groups.
 9. Keep written records of daily events, support sessions, actions plans, reviews etc.

B Corona Community

10. Work with groups of women, organising and leading a variety of events and activities both on and off site. Activities on site will include, but are not limited to, cookery groups, art, crafts and creative activities, wellbeing sessions etc. Events and activities off site include planning and carrying out trips - both locally and outside Cambridge
11. Plan and promote programmes of small or large group activities in response to the needs of the community women. Adopt a flexible approach to ensure that the service provided is always in keeping with personalised support.
12. To assess risk and support new women to access the service.
13. To actively promote the Corona Community to other agencies and groups to ensure that the service is accessible to all.

C. Accommodation

1. Deliver housing management and associated administration – sign up new occupants, report repair/maintenance issues, collect rent/service charges, act on any breaches of tenancy as advised by line manager.
2. Be the first officer in charge of the service when lone working there (on call management guidance and support is always available).

3. Implement Health and Safety procedures and act immediately on any Health and Safety issues. Encourage service users to keep the accommodation clean.

D. Other

1. Comply with all CHS policies and procedures, including Health and Safety, Safeguarding Adults/Children, Diversity and Equal Opportunities.
2. Understand and implement our obligations to our stakeholders and funders.
3. Continuously consider ways to improve the service.
4. Contribute to staff meetings and attend training courses.
5. Meet monthly with your manager to plan your work, set targets, review your performance, and identify your training needs.
6. Undertake other duties at your normal place of work or duties at another service as agreed from time to time.
7. Work flexibly and cooperatively as a team member – covering duty shifts where there is a service rota - including in evenings and at weekends where applicable.
8. Work cooperatively with other teams within CHS, and with partner agencies.

E. Behaviours

1. Customer Focus
Understand the needs of internal/external customers - aim to exceed these consistently.
2. Communication
Keep yourself and others up to date and properly informed.
3. Delivering Results
Have clear and agreed goals and meet them.
4. Flexible and Adaptable
Adopt a practical approach to achieve the required results.
5. Teamwork
Work effectively with others and ensure team objectives are met.

As the needs of the organisation change rapidly, this role will change accordingly; therefore this document should be viewed as guidelines, which are subject to change.