

Job Description & Person Specification



This document provides an outline for a specific role within the organisation. This document is not a total definition of the job or its functions.

JOB DETAILS

Job Title:	Support Worker Peripatetic		
Responsible to:	Operations Manager	Responsible for:	Clients

Role Summary

To work within a team to deliver an efficient and effective high quality support service to vulnerable women, men and their children with complex needs (Domestic Abuse, Substance misuse, mental health issues etc) ensuring outcomes are met.

To work within Stori's and Supporting People best practice guidance and regulatory framework.

Stori Values, Cultures and Behaviours

As Peripatetic support worker within Stori you will be required to role model the organisation's values through your conduct, communication and behaviours. You will be committed to an open, positive, supportive, ambitious and learning culture within your directorate / team and across Stori.

Fair: You will treat everyone with dignity, respect, and fairness at all times. You will respect and celebrate diversity. You will be open and honest. You will champion a culture of accountability and learning.

Flexible: You will be person-centred in your approach to working with people and teams. You will be focused on maximising the impact of your role across Stori by taking a flexible and supportive approach.

Inspiring: You will collaborate with your team to foster an open, supportive, and ambitious culture. By working co-productively, you will help ensure a clear vision and direction that supports Stori in achieving its purpose.

Key Role Functions

Duties shall include but not be limited to the following:

- To use creative ways of ensuring that clients are supported in such a way that their potential for independence is maximised and that they are enabled to achieve outcomes, which are appropriate to their needs and wishes.
- To ensure that service users' needs are assessed regularly and to work with them to develop, and adhere to, a task orientated personal support plan in line with Supporting People or other regulatory requirements and within the timescales required.
- To undertake safety planning within a Domestic abuse refuge / safe house environment when appropriate.
- To carry out risk assessments on each applicant and agree a risk management plan. To use good practice in managing risk and lone working.

- To signpost, liaise with and facilitate access to other services (Medical, legal etc)
- To foster the active participation of clients in all areas of their service provision in line with Stori's service user participation strategy including facilitating meetings with clients as appropriate.
- To feedback service users' views to support the development and improvement of Stori's services.
- To promote self-advocacy and act as advocate and/or mediator where appropriate.
- To support clients in identifying and addressing key issues relating to their children and promote positive parenting and the welfare of children/young people.
- To support clients to manage their finances, budget and make informed choices about their personal finances.
- To support clients to maintain tenure agreements ensuring they fully understand their obligations empowering them to deal with issues relating to housing management, maintenance and repairs.
- To be familiar with, work within and deliver services in accordance with all Stori policies and procedures and legal and regulatory requirements.
- To continue to develop knowledge and practice by actively participating in learning opportunities through team meetings, regular supervision, Appraisal Process and appropriate training.
- To work in partnership with other agencies and organisations and represent Stori at external meetings, public events, conferences etc ensuring that Stori's reputation is protected and enhanced.
- To work flexibly in accordance with Service requirements within the County providing cover as required in the event of staff shortages and ensuring that each service user is provided with an appropriate level of support.
- To maintain clear and up to date records, preparing reports and correspondence as appropriate in accordance with Stori's policies and procedures as required for the local and/or contractual requirements in respect of service user confidentiality and ensuring compliance with the Data protection Act.
- To take part in Stori's' 24 hour on call system

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

General

- Perform any reasonable request as given by the Senior Management Team.
- Carry out the above with due regard to all the Association's policies and procedures, including Health and Safety, Equal Opportunities and Customer Services.
- Ensure that compliance with Data Protection legislation is applied at all times.

- Establish, develop and maintain an effective working relationship with all work colleagues to ensure an integrated contribution to the Association’s objectives.
- Comply with the Association’s Personal Conduct Policy by behaving in a professional, respectful manner at all times.
- Take part in the appropriate training required to carry out the duties of the post and enhance personal development.

Person Specification	
Essential	Desired
Education / Qualifications Good standard of general education.	A recognised social work/housing/legal/counselling or other relevant qualification.
Experience: <ul style="list-style-type: none"> • Ability to complete a Person-centred plan with clients, including goal and aspirations. • Ability to assess the needs and risks of the individuals while being motivated to inspire people you support. • Evidence of ability to plan and prioritise work activities. I.T. skills - to be confident in word processing, use of Internet and e-mail. • Full driving licence access to a vehicle for business use or access to good public transportation networks. 	<ul style="list-style-type: none"> • Experience of assisting people in applying for benefits. • Evidence of the ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. • Experience of facilitating group work
Knowledge & Skills: <ul style="list-style-type: none"> • Ability to communicate verbally, in writing, MS Office, Teams meetings etc • Understanding Data protection and GDPR • Ability to work as part of a team and build effective relationships with internally and externally, while promoting equality and diversity. • Knowledge of the dynamics and impact of domestic abuse and how best to support this client group. • Evidence of the ability to build and develop supportive relationships with clients, whilst maintaining professional boundaries. • Understanding of the importance of seeking guidance and support when required, in line with Stori’s line management structure. 	<ul style="list-style-type: none"> • An understanding of the Supporting People framework.

I acknowledge that I have read and understood the above job description.

Signed:

Date:

by the employee

Signed:

Date:

on behalf of Stori.