

JOB PROFILE		
Job title	Service / area	Line manager
Community Support Worker	Portsmouth	Team Leader
JOB PURPOSE <p>To lead on the case management of clients and be part of a team that provides support to clients living in the community to keep them safe and help them achieve their goals.</p> <p>To provide people with homes and specialist support so they feel more valued and secure, and ready to take the next steps</p>		
MAIN RESPONSIBILITIES <ul style="list-style-type: none"> • To assess the needs of each client, helping to develop their individual support plan to achieve their goals • To produce and regularly review comprehensive client-based risk assessments • To manage a caseload of clients on a one-to-one basis • To support clients to gain and/or maintain accommodation or achieve their outcomes/ goals • To engage with local authorities, health providers and other agencies, creating and maintaining positive working relationships to maximise the opportunities available to clients • To lead on client activities to help them gain practical life skills • To support clients with managing their finances, paying rent, managing arrears and accessing benefits • To encourage and signpost clients to the local community and to resources relevant to their aspirations including education, training, employment activity or volunteering • To support clients in trauma informed and psychologically informed ways • To adhere to safeguarding responsibilities, following our safeguarding policy and procedure • To help maintain health and safety, ensuring clients, visitors and buildings are safe in accordance with Health and Safety regulations, policy and procedures • To provide basic first aid assistance until help arrives (full training is provided) • To work confidently and efficiently when lone working • To maintain accurate records on our client management system and ensure these are stored in line with GDPR • To maintain confidentiality • To represent the organisation in a professional manner • To carry out any other reasonable duties required in the interest of the organisation 		

ROLE REQUIREMENTS

- This role will require an Enhanced with Barred List(s) disclosure and barring service check is a requirement for this role. This would be completed on appointment of the role.
- This role will require a full drivers' licence and access to a vehicle
- This role will require you to work flexibly across several sites
- This role will require you to work with clients on a one-to-one basis
- This role will require you to work nights and/or weekends
- This role will require you to lone work

EXPERIENCE, QUALIFICATIONS/TRAINING. KNOWLEDGE AND SKILLS

ESSENTIAL CRITERIA

- Strong communication skills, both verbal and written
- Clear verbal and written English
- Good keyboard skills for data inputting
- Good working knowledge of Microsoft Outlook, Excel, and Word
- Confident and assertive manner
- Ability to self-motivate as you will work on your own
- Effective team working
- Ability to respond calmly to crisis
- Deal promptly with and effectively react to challenging situations
- Have an interest and genuine concern for homelessness and related issues

DESIRABLE CRITERIA

- Experience of managing a caseload of clients
- Understanding of risk assessment and person-centred, outcomes-based delivery
- Understanding of the complex support needs of people experiencing homelessness or those with complex needs
- Knowledge of voluntary and statutory agencies, housing regulations and the benefits system

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Payment:	Paid on or around 25th of each month directly into your bank account
Pension:	Contributory pension with the Social Housing Pension Scheme
Annual leave:	25 days increasing by one day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this
Probationary period:	Six months for new employees
Notice period:	Four weeks
Travel:	Business mileage paid (HMRC rate)