

## Support Worker

### What's the role?

Supporting our customers to achieve their goals and maintain their accommodation through a planned process. Working in partnership with a multitude of specialist agencies to meet their needs and be supported by the team leader to address housing management issues.

### What will I have to do? I will ....

- Develop and review support plans linked to needs and risk assessments with the aim of engaging with customers, ensuring objectives are being met and enabling customers through support to achieve and manage their own accommodation.
- Deliver excellent customer service with enthusiasm and passion
- Proactively take part in the provision of sign ups and carry out inductions, including providing cover as required
- Involve and engage customers in the local community, researching appropriate activities and including the customer in the decision making process.
- Encourage feedback from customers on the range and quality of services and facilitate participation by customers in the running of the project.
- Maintain and develop good relations with partner agencies to provide a comprehensive package of care, support and opportunities for all customers, ensuring their needs are being met.
- Share information with other team members and contribute to an integrated team approach to overall service provision.
- Adhere to Curo's arrears procedure and proactively support customers in learning and developing budgeting skills.
- Work alongside the Supported Housing Officer (SHO) to deal with breaches of tenancy or license agreements and support the client to make positive changes.
- Liaise effectively with all other departments of Curo to ensure the proper delivery of support services and resources.
- Positively promote fairness, equality of opportunity and diversity in all aspects of work, challenge discrimination and work within the organisation's equalities policies
- Take personal responsibility for the health and safety of self and others and ensure that my services work within Curo's Health and Safety policy and procedures at all times

### What do I need to be successful? I will ....

- Demonstrate an understanding of the issues facing people who are homeless and vulnerable.

- Demonstrate an understanding of safeguarding, how to recognise concerns, and the processes to report them
- Demonstrate the ability to work with vulnerable people and an understanding of multi- agency/partnership working.
- Evidence the ability to motivate and engage people from hard to reach groups, form effective relationships and help them meet agreed aims and objectives.
- Demonstrate an understanding of managing a caseload.
- Demonstrate the ability to work in a supportive environment and work with customers to develop and produce risk assessments, support plans and needs assessments.
- Demonstrate the ability to maintain information systems and keep accurate records.
- Demonstrate the ability to communicate with a diverse range of people and organisations.
- Demonstrate the ability to maintain confidentiality and professional boundaries
- Evidence the ability to be a team player who can support and promote team and corporate objectives.
- Demonstrate ability to work under pressure and meet deadlines.
- Demonstrate exceptional customer service skills.
- Take personal responsibility for the health and safety of myself and others by working within Curo's Health and Safety policy and procedures at all times

### **How will I evidence my success? I will...**

- Get feedback from my customers, peers and my manager about my effectiveness in delivering my services, as well as how I deliver them.
- Demonstrate the improvements I have delivered with tangible results that show success.
- Demonstrate that Curo is fully compliant with legislative obligations.
- Successfully meet the KPIs and objectives agreed for myself and my team.
- Demonstrate my active participation in Curo company life.
- Use the Curo Quality Assurance measures to demonstrate my consistent delivery of our team processes.

**Name:**

**Signed:**

**Date:**