

## **JOB DESCRIPTION**

**POST:** Support Officer

**SECTION:** Community Support Services EYPP,

**WRITTEN BY:** Head of Community Support Services

**DATE:** Updated April 2025

**RESPONSIBLE TO:** Service Manager

### **JOB PURPOSE:**

CHS Community Support services work with vulnerable people who are homeless or at risk of homelessness, to promote independent living skills. The services also work with families/relatives to prevent homelessness and they support people to sustain their tenancies where they are in independent accommodation.

This job role is to provide the highest quality support to young people aged 16 – 25 to enable them to achieve their personal aspirations and live as independently as possible.

### **Main Responsibilities**

#### **A. Support Service**

1. Conduct the needs and risk assessments of prospective and existing service users, and support service users in taking and managing risks.
2. Keywork an allocation of service users, meeting with them regularly to develop, progress and review their individual action plan. The action plan will set out the service user'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.
  - Finding and keeping meaningful occupation - employment, education/ training, volunteering, social activities
  - Forming and maintaining a support network – friends, neighbours, family
  - managing finances - including budgeting, 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 and keeping suitable accommodation.

3. Establish and review the personal strengths and aspirations of each service user, using the Rickter Scale outcomes tool and translate these into actions and support plans.
4. Encourage and motivate service users to develop a sense of their identity, purpose and self-esteem.
5. Conduct regular reviews with each service user, involving relatives/friends/advocates, referrers, or other relevant/involved agencies.
6. Work closely with other agencies to meet service users' accommodation and support needs – examples are Social Care, Learning Disability Partnership, Connexions, Police, Youth Offending Service, drug and alcohol advice agencies, District Council, landlords, welfare benefits, and advocacy groups such as Centre 33 and Speaking Up.
7. Work inclusively with parents/guardians to promote the best outcomes for service users.
8. Provide pre-tenancy training to service users and establish/implement a move-on plan to support each service user to resettle in suitable accommodation.
9. Actively seek the views of service users and involve them in decision-making to improve their services and accommodation – e.g. house meetings, 1:1s, focus groups, customer forums.
10. Encourage service users to behave responsibly and respectfully towards each other, neighbours and their local community.
11. Keep written and electronic records of daily events, support sessions, actions, plans, Rickter Assessments, support reviews etc.
12. Plan and promote programmes of small or large group activities in response to the needs of the service users. Adopt a flexible approach in order to ensure that the service provided is always in keeping with personalised support.
13. Work with groups of service users, organising and leading a variety of events and activities both on and off site. Activities on site will include, but are not limited to, service user drops ins, cookery groups, arts and crafts activities, creative writing group, advice sessions etc. Events and activities off site could include planning and carrying out trips out, attendance at sports facilities, etc

### **C. For accommodation-based services**

1. Deliver, or contribute to the delivery of housing management (as agreed in the relevant Roles and Responsibilities agreement) and associated administration. This may include signing up new occupants, reporting repair/maintenance issues, collecting rent/service charges, acting appropriately on any breaches of tenancy.
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.
4. Ensure that all data bases are updated correctly and in a timely manner

#### **D. Other duties**

1. Comply with all CHS policies and procedures, including Health and Safety, Safeguarding of Vulnerable Adults/Children, Diversity and Equal Opportunities.
2. To comply with the organisations Gifts and Hospitality Policy, Conflict of Interest Policy and with all aspects of the Code of Conduct.
3. To actively demonstrate a customer focused approach in all dealings with the public, employees, and external agencies.
4. To have a collective and co-operative approach towards resolving complaints about CHS services, working with colleagues across the organisation, taking collective responsibility, and responding within the professional standards relevant to your role.
5. Understand and implement our obligations to our stakeholders and funders.
6. Continuously offer ways to improve the service.
7. Contribute to staff meetings and attend training courses.
8. Meet monthly with your manager to plan your work, set targets, review your performance, and identify your training needs.
9. Undertake other duties at your normal place of work or duties at another service as agreed from time to time.
10. Work flexibly and cooperatively as a team member – covering duty shifts where there is a service rota - including in evenings, at weekends, and sleep-ins where applicable.
11. For floating support services, provide the service to locations as needed by service users.
12. Work cooperatively with other teams within CHS, and with partner agencies.

*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.*

## PERSON SPECIFICATION

**Post:** Support Officer

**Section:** Community Support Services EYPP

**Written By:** Community Support Manager

<b>Minimum Essential Requirements:</b>	<b>A=Application I=Interview</b>
<b>Skills/ Aptitudes:</b>	
1. Good verbal and written communication skills	<b>A &amp; I</b>
2. Good listening skills with the ability to listen patiently and respond appropriately to service users	<b>A &amp; I</b>
3. Ability to write letters and short reports (using a word processing package) and maintain office records, procedures and communication systems	<b>A &amp; I</b>
4. Ability to advise and support young people, assisting them to identify and meet their personal goals in such areas as budgeting, cooking, applying for training/employment, maintaining a job or learning course	<b>A &amp; I</b>
5. Ability to develop firm but fair boundaries while adopting a flexible approach to the needs of young people	<b>A &amp; I</b>
6. Ability to work with young people in a residential setting, and to be confident and assured with a group of young people, especially when on duty alone	<b>A &amp; I</b>
7. Ability to work without close supervision, taking sole charge of the project on a regular basis, and to make own decisions and prioritise tasks when necessary	<b>A &amp; I</b>
8. Ability to work flexibly as a member of a team, ensuring good communication and contributing to the overall performance and success of the team.	<b>A &amp; I</b>

9. Ability to use a data management software package.	<b>A &amp; I</b>
<b>Knowledge:</b>	
1. Knowledge and understanding of the needs of young people	<b>A &amp; I</b>
<b>Experience:</b>	
1. Experience of working with young people	<b>A &amp; I</b>
<b>Behaviours:</b>	
1. Customer Focus - seek to understand the needs of internal and external customers and aim to exceed these consistently	<b>I</b>
2. Communication – take steps to keep others informed about what they need to know	<b>I</b>
3. Delivering Results – have clear and agreed goals and meet them	<b>I</b>
4. Flexible and Adaptable – adopt a practical approach to achieve the required results	<b>I</b>
5. Teamwork – work effectively with others and ensure team objectives are met	<b>I</b>
<b>Special Requirements:</b>	
1. A willingness to work a rota, including evenings, weekends, and bank holidays	<b>I</b>
2. Able to work alone, with support from a distance, to meet the needs of the service	<b>A &amp; I</b>
3. Ability to undertake travel to other locations as necessary	