

JOB DESCRIPTION

Job Title:	Complex Needs Support Worker
Service / Department:	South West Surrey Refuge
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adults Barring list check

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

At our Service, we are dedicated to providing comprehensive, good quality housing services, support and resettlement for women and children fleeing domestic abuse.

The Complex Needs Support Worker will provide individuals with intensive, high levels of specialist support (i.e. drug/alcohol/mental health) needed to maintain their accommodation in refuge.

You will support clients to develop their resilience and coping strategies, and their understanding of risk and positive risk taking. You will empower clients to effectively engage with external agencies.

Main Duties and Responsibilities:

- Use creativity, innovation and flair to arrange a wide range of activities/outings for the women and engage them in participation, providing a platform for their skills and strengths to be developed and recognized.
- To support a caseload of clients with their varying needs.
- To participate in strengths-based assessment with applicants, facilitating the co-production of a person-centred plan, that enables individuals to achieve their goals and aspirations and the opportunity to identify and develop their talents.
- To actively engage residents in developing and understanding the service and their responsibilities under their licence agreement.
- Support and facilitate our residents to take part in the development and running of the service.
- To deal with non-compliance issues in a proactive way, using restorative practices
- To develop and maintain good professional working relationships with internal colleagues and external service providers creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of Salvation Army Homes.
- To work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate

action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings

- To be consciously aware of and use Salvation Army Homes' safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Maintain Salvation Army Homes' system requirements for creating and storing client records, reports and measuring outcomes.
- To participate in an on-call rota as appropriate.
- No job description can be entirely comprehensive. The post holder will be expected to carry out other duties as required.

Related Activities:

- Participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Chartered Institute of Housing
- Social care qualification
- Degree level qualification in a relevant field

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes

- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Ability and willingness to travel between service locations
- Ability to plan forward, prepare and deliver life skills sessions

Experience and Interests:

- A good understanding of domestic abuse and its effects on women and children
- Experience of or knowledge related to working with vulnerable people or groups
- Experience of working with clients who experienced trauma
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Capacity to understand individual support plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?

Safe homes. Transforming lives.

