

## Job Description

**Job Title:** Senior Support Worker

- *Schedule 9, Paragraph 1 of the Equality Act 2010 applies.*
- *This post is exempted from Rehabilitation of Offenders Act 1974*
- *Fixed term until March 2022*

**Location:** Anawim, Balsall Heath, Birmingham

**Grade:** SCP 21-25

**Salary:** £21,344 – £23,986 per annum

**Hours:** 37 hours per week

**Responsible to:** Resettlement Co-Ordinator

### Purpose:

To support the housing of women upon the release from prison and other women in need, that enables and encourages mutually supportive relationships, maximises their independence and promotes the sustainability of the house.

To work with the women enabling them to sustain a tenancy, gain skills to move on in their lives, gain work experience, manage their money and build resilience and self-reliance to achieve independent living.

To ensure that the environment is a safe and secure space for the women to thrive; encouraging all residents to engage positively during their time at Dawn House and also enabling ex-residents to take on Peer Mentor roles.

Take responsibility for the day to day guidance and direction of the support work team.

To provide appropriate support for the support workers and bank staff as a point of reference in order to provide a safe and secure environment for the women residing in Dawn House.

## **Main Duties and Responsibilities:**

Work to ensure the safety of the staff and women is in line with Anawim policies and procedures.

Work shifts are on a rota basis; this will include weekends, bank holidays and any other shifts that may be needed to provide an effective service, this role will be expected to cover shifts as required to maintain a safe environment for the women and staff.

To be on call on alternate weekends and bank holiday; covering waking nights / sleep ins if needed in addition to contracted hours.

To assist the residents to manage any crises, emergencies and difficulties that might occur out of hours.

To be involved with induction of new staff, volunteers and students as required. In line with the documented induction process.

## **Support for Residents**

1. To lead on the initial induction process with all residents accepted to Dawn House; assisting residents to achieve their support plan goals by helping with life skills or other support needs. Offer the necessary support to enable the women to be successful in shared living, taking into account their abilities, aspirations and goals to maximise positive outcomes.
2. To provide appropriate support to residents in order to ensure that they are able to maximise their independence and extent the right to exercise choice in all areas of their lives, ensure this is effectively communicated to the Support Staff team and update support plans accordingly.
3. Promote and foster client involvement in the smooth running of the house, sharing tasks such as cooking and cleaning. Support Co-Senior Support Worker to develop this into as a social enterprise and mentor and develop women to take up roles within Anawim.
4. Ensure that records are up to date and that support staff are informed of any relevant information, while respecting confidentiality.
5. Support clients to develop a range of life and independent living skills such as; cooking, cleaning, laundry, budgeting and wellbeing etc.
6. Support and assist clients in developing a range of social, educational, occupational and leisure activities in order to achieve their aspirations/outcomes.
7. To regularly monitor women's progress through their risk assessment, support plan and regular action plan meetings and offer advice on improvements. Offer support and mentoring to the other support workers, volunteers and students.

## **Support for Staff**

1. To lead on day-to-day support of the staffing team. Proactively manage, investigate and resolve any presenting matters.
2. To Co-Ordinate, facilitate and implement monthly Peer Support Meetings for the staff team.
3. To lead on the administration of staff annual leave, sick absences and additional hours worked; in line with Anawim policies and procedures.
4. To oversee and ensure that monthly activities are appropriately planned and delivered by the staff team.

## **General Duties**

1. Maintain records on Anawim database, log books and any other monitoring required. To ensure that these are kept up to date, by carrying out monthly audits. Confidentiality is to be maintained and data protection followed as per Anawim policies and procedures.
2. To ensure that the Dawn House client spreadsheet is kept up to date with the data required.
3. Leading on the implementation of the WRNA assessment tool and ensuring it is completed with all residents.
4. Report to the Co-Senior Support Worker any identified risks in relation to residents, callers or the building in accordance with existing procedures.
5. Ensuring weekly safeguarding information is provided to the Senior Safeguarding team and supporting the staff to report and record incidents in line with Anawim policies and procedures.
6. Proactively manage and investigate reports of non-compliance of house rules in line with Anawim policies and procedures, making them aware of their responsibilities of tenure, report these to Resettlement Co-Ordinator and support to enforce these.
7. Managing and resolving any complaints/ issues raised by residents or the staff team; following Anawim guidelines.
8. Managing the day to day responsibility of the staff team and residents within Dawn House.
9. Undertake any day to day administration and prepare information for reports as per line Manager's instructions, to include but not exclusively; duty log, contact sheets, health and safety records, reporting of maintenance, care forms and financial handovers.

## PERSON SPECIFICATION

**Job Title:** Assistant Manager Dawn House

**Location:** Dawn House Anawim, Balsall Heath, Birmingham

Area	Essential	Desirable	Method of Assessment
<b>Qualifications</b>	<p>NVQ Level 3 or other appropriate qualification at this level or be willing to work towards gaining an appropriate qualification.</p> <p>Applicants must be computer literate and have a good standard of written and oral communication.</p>	Food hygiene level 2	A I R
<b>Experience</b>	<p>Experience of providing a residential support service to people with complex needs.</p> <p>Excellent experience and track record of promoting resilience and self-reliance, avoiding dependency.</p>	Research and investigation of good practice.	A I R
<b>Knowledge</b>	Understanding of issues/needs of client's with complex issues.		A, I
<b>Skills and abilities</b>	<p>Excellent communication, behaviour management and de-escalation skills.</p> <p>Ability to follow comprehensive risk and needs assessments.</p> <p>Ability to relate to individuals who have a history of serial exclusion, homelessness, those with Mental Health issues and problematic substance use issues.</p> <p>Ability to work on own initiative as a lone worker.</p> <p>Ability to communicate at all levels.</p> <p>Ability to work as part of a team.</p> <p>Ability to liaise with both external and internal supporting agencies.</p> <p>Able to produce and maintain monitoring and management tools for the service.</p>		A, I, R

<b>Disposition / Personal Qualities</b>	<p>Enthusiastic and self-motivated.</p> <p>Ability to negotiate and influence outcomes.</p> <p>Committed to developing and improving a holistic service in order to meet the needs of women with vulnerabilities.</p> <p>Committed to empowering the women to make choices in all areas of their lives.</p> <p>Commitment to anti-discriminatory practice.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>		A, I, R
<b>Other</b>	<p>Excellent personal boundaries</p> <p>Satisfactory Enhanced Disclosure from the Disclosure and Barring Service (costs met by Anawim)</p> <p>To hold a full UK driving license and have access to a car.</p>		A, I, D

**Method of Assessment:**

**A = Application Form D = Documentation I = Interview T = Test/Exercise  
R = Reference**