



Job Title:	Support Worker
Project:	Step-Down Accommodation
Duration:	Permanent
Responsible to:	Team Leader
DBS required:	Yes - enhanced
Salary:	£25,926.45 - £27,366.80 per annum
Hours:	36 - 38 hours per week This position follows a set 6-week rolling rota that includes weekends. The shifts times are: Early shift: 08:00 - 16:00 Evening shift: 15:30 - 22:30 As the rota is pre-determined, applicants should ensure they can commit to these working patterns before applying. A copy of the rota will be sent with the application pack.
Benefits:	Health Plan Work Place Pension Free on-site Parking
Job Role:	In this role, you will deliver tailored, person-centred support to individuals and families, helping them develop the skills, confidence, and resilience needed to live independently. The successful candidate will manage a caseload consisting of both individuals and families. Working collaboratively, you will provide person-centred, holistic support that addresses barriers to independent living. You will provide support in areas such as budgeting, maximising income, healthy living, daily living skills, and understanding tenancy responsibilities. You will also support residents to access meaningful activities and participate in their local community, helping to reduce social isolation and promote independence. You will ensure support is tailored to each individual's needs and aspirations, empowering residents to achieve positive and sustainable outcomes. Applicants should have a minimum of one year's experience in a frontline support role, including responsibility for their own caseload, preparing support plans and reports, and liaising effectively with partner agencies to coordinate and advocate for client support. Experience of directly supporting vulnerable individuals and families is essential. Candidates must demonstrate a commitment to high-quality, person-centred practice.

Key Responsibilities

This job description is intended to provide a guide to the general duties and responsibilities of the post. It will be reviewed regularly and may be subject to change to better meet the needs of the service. The above list is not exhaustive and members of staff may be asked to undertake other connected duties as directed by their Line Manager.

- Manage a caseload of individuals and families, working collaboratively with individuals to develop person-centred support plans, carry out regular support sessions, and complete comprehensive risk assessments that reflect their needs, aspirations, and circumstances.
- Deliver tailored one-to-one and family-focused support, in line with organisational policies, procedures, and best practice, to help residents develop the skills, confidence, and resilience needed to sustain independent living and successfully move into permanent accommodation.
- Provide practical support with budgeting, managing finances, accessing welfare benefits, maintaining tenancies, and developing independent living skills. Help individuals access education, employment, training, meaningful activities, and community opportunities.
- Work collaboratively with internal teams and external agencies to coordinate effective support.
- Advocate for individuals and support them to access appropriate services and resources.
- Identify, assess, and manage risks, responding appropriately to safeguarding concerns.
- Maintain accurate records, including case notes, support plans, risk assessments, and reports.
- Attend multi-agency meetings and contribute to reviews and support planning.
- Build positive, professional relationships that encourage engagement, resilience, and independence.
- Strong IT skills, including the ability to use Microsoft Office applications, communication via email, and completion of support plans and document templates, are essential. Complete reports, support notes, risk assessments, referrals, and other documentation to a high standard, demonstrating excellent written communication and typing skills.
- Identify when additional support is required and make appropriate referrals to specialist services, including health, wellbeing, employment, education, financial inclusion, and family support agencies.
- Participate in the organisation's on-call rota (additional allowance payable).
- Assist with light housekeeping tasks, where required, to help maintain a safe, clean, and welcoming environment for residents.
- Attend training, team meetings, supervision sessions, and other professional development activities to maintain and enhance knowledge and skills.

Person Specification

Essential Qualifications & Experience

- Minimum of one year's experience in a frontline support, housing support, homelessness, or similar role.
- Experience of managing a caseload and delivering person-centred support to individuals and families.
- Experience of completing support plans, risk assessments, case notes, and reports.
- Experience of working with individuals affected by substance misuse, homelessness, mental health issues, or multiple disadvantages.
- Experience of working in partnership with external agencies and professionals to achieve positive outcomes.
- Experience of advocating on behalf of clients and supporting access to services.

Essential Knowledge & Skills

- Knowledge of safeguarding, professional boundaries, confidentiality, and data protection.
- Ability to assess risk, develop risk management plans, and respond appropriately to safeguarding concerns.
- Strong written communication skills, with the ability to produce accurate and professional records and reports.
- Strong IT skills, including Microsoft Office, email, and electronic case management systems, typing
- Ability to manage competing priorities and maintain accurate records within required timescales.
- Ability to support individuals with budgeting, tenancy sustainment, benefit maximisation, and independent living skills.

Essential Personal Attributes

- Compassionate, empathetic, and non-judgemental approach.
- Excellent interpersonal and communication skills.
- Ability to motivate and empower individuals and families to achieve their goals.
- Strong organisational and time-management skills.
- Ability to work independently and as part of a team.
- Reliable, flexible, and adaptable in response to changing service needs.
- Commitment to equality, diversity, inclusion, and person-centred practice.

Other Requirements

- Ability to participate in the on-call rota.
- Level 2 Health & Social Care qualification or equivalent, or willingness to work towards
- Ability to travel locally to attend appointments, meetings, training, and partnership events when required.
- Commitment to ongoing training, learning, and professional development.
- Experience of lone working. Have the ability to work independently, manage a varied caseload, and prioritise competing demands effectively.
- Full driving licence and permanent use of own vehicle, for use during working hours.