

SUPPORT WORKER

Job Application Pack – February 2022

Deadline For Applications: Friday 10th March 2023

Interviews: Wednesday 15th and/or Friday 17th March 2023

If you have any questions, or would like to talk to someone about the role, please email our Homeless Services Manager: margaret@greatertogethermanchester.org or call her on 07591 203 345

Please submit your CV and a covering letter outlining your experience, skills and knowledge, and why you are suitable for this role, in relation to the job description and person specification, to recruitment@greatertogethermanchester.org by Friday 10th March 2023.

JOB DESCRIPTION

<u>Job Title</u>	Support Worker
<u>Responsible to</u>	Homeless Services Manager
<u>Location</u>	Greater Manchester*
<u>Hours</u>	Full Time or Part Time available (evening and weekend working will be required, pattern of work to be agreed)
<u>Duration</u>	2½ years fixed term contract (extension of contract subject to funding)
<u>Salary</u>	£22,000 per annum plus 7% pension

About Greater Together Manchester

Greater Together Manchester is a small charity with a big impact. We work together with our partners to tackle poverty and deprivation across Greater Manchester and Rossendale.

We work with communities all over Greater Manchester to tackle poverty and deprivation, and to find ways to support the most vulnerable people in our society. We work with local, grassroots groups to develop their responses to concerns or problems in their community, providing advice, support, infrastructure and support with fundraising.

Purpose of Greater Together Manchester:

- To kick-start, grow and support local social action/community outreach projects and initiatives by equipping local groups, individuals and communities with the skills and confidence to make a real difference to the lives of the most vulnerable people in their local area.
- To connect projects, people and organisations together to allow them to share best practice, resources and ideas.
- To work together with multi-agency partners to influence local, regional and national policy and strategy.
- To provide training and information to individuals and organisations to help equip front-line workers with the skills and knowledge they need to support and sign post vulnerable people more effectively.

Purpose of the Post

The post requires excellent interpersonal skills and the ability to communicate with people from diverse backgrounds. The successful candidate will as part of the Homeless Services Team to support clients across a number of our projects.

The post holder will have great customer service skills, have a strengths-based approach, and be motivated to enable people who are, have recently been, or who are at risk homeless to find and/or maintain appropriate, long term housing solutions.

The successful candidate will have experience of working with vulnerable, homeless people or disadvantaged groups. The post is a mix of practical involvement and administrative work and requires flexible working and adaptable thinking. Some evening and weekend working will be required as part of the role.

Our projects will take place in various locations across Greater Manchester and so the ability to travel independently is essential.

*Our offices are moving to Bury Town Centre at the end of February 2023, however we are flexible and allow for hybrid working wherever possible.

Please note that the successful applicant will be subject to an enhanced DBS check.

Main Duties and Responsibilities

- 1) To provide advice and support to clients to help them stay in their property or find and secure long-term accommodation
- 2) To welcome and work with all clients supportively in a manner that acknowledges their identity, dignity and self-worth by sensitively engaging with them to address the issues which have contributed to their need to access additional support
- 3) To deliver activities, one to one support and group sessions to clients and address identified needs in a manner reflective of their dignity and self-worth, which encourages and assists clients to address their health and social problems
- 4) To assess the practical and emotional needs of a client by drawing up an agreed support plan, track progression and ensure that the plan is regularly reviewed. The plan may cover practical issues such as accessing benefits, housing, health and substance abuse services, fitness, training, volunteering and employment opportunities
- 5) To accompany clients to meetings with other agencies or healthcare professionals.
- 6) To carry out dynamic risk assessments during all client sessions
- 7) Liaise pro-actively with social housing providers, private landlords and other housing providers on behalf of clients as required.
- 8) To work with an appropriate and realistic number of clients as part of your own case load, as determined by the line manager.
- 9) To adapt to working within different and varying community settings, showing flexibility and sensitivity to work alongside other staff and volunteers
- 10) To collect and accurate records, documentation and data that demonstrates impact and assists in monitoring clients' progress. This includes providing data that supports the monitoring and evaluation of the overall performance of the charity.
- 11) To keep up to date with the range of statutory and voluntary services established to assist adults with health, social welfare, financial, legal, housing and addiction problems and to advocate with these services on the clients' behalf.
- 12) To promote effective multi-agency working, sharing information appropriately in order to support clients in accessing service, advice and information.
- 13) To work collaboratively across all GTM projects to ensure the best outcome for clients
- 14) To assist with the running of other GTM projects when required
- 15) To work with all staff and volunteers to ensure that all policies and procedures are adhered to, with a particular focus on Health & Safety and Safeguarding
- 16) To attend meetings, conferences or events relating to your role or the work of Greater Together Manchester, as agreed with the Homeless Services Manager.
- 17) To undertake any training or development opportunities as agreed
- 18) To undertake any additional tasks required as agreed with your line manager or the Board of Trustees.

PERSON SPECIFICATION

Quality	Description	E	D
Experience	Experience of working with, and providing advice and support, to vulnerable, homeless people or disadvantaged groups	✓	
Experience	Experience of liaising, working with and networking effectively with a range of partners and other agencies.	✓	
Experience	Experience of working in the voluntary sector.		✓
Knowledge	Working knowledge of housing and homelessness legislation as well as the housing and benefits system.	✓	
Knowledge	An understanding of the challenges faced by people experiencing homelessness, poverty and deprivation.	✓	
Knowledge	An understanding of, and commitment to, the principles of co-production.	✓	
Knowledge	Knowledge of client assessments and support plans	✓	
Knowledge	Knowledge of workplace health and safety, and dynamic risk assessing		✓
Knowledge	Understanding of the effects of mental health difficulties and substance misuse		✓
Skills	Ability to work independently, proactively and use own initiative and refer matters to a higher level for decision making	✓	
Skills	Ability to respect confidentiality and professional boundaries	✓	
Skills	Excellent written and verbal communication skills and the ability to communicate with and relate to people from a wide range of backgrounds.	✓	
Skills	Ability to contribute positively to effective team working	✓	
Skills	Good organisational skills, the ability to manage time, prioritise and meet deadlines	✓	
Skills	Ability to create and maintain accurate records and competence in the use of including MS Office, with some experience of CRMs or case management software	✓	
Skills	Good problem solving skills and positive, optimistic and resourceful when dealing with obstacles and last minute changes	✓	
Attitude	A commitment to reliability and time-keeping	✓	
Attitude	A non-judgmental and positive attitude towards people who are in need and a passion for tackling poverty, deprivation and injustice.	✓	
Attitude	A flexible approach to working hours as evening and weekend work will be required.	✓	
Attitude	Commitment to equality and diversity	✓	
Attitude	Sympathetic to the values and ethos of Greater Together Manchester.	✓	
Other	Driving license with access to own vehicle and the flexibility regarding work base as you will work across a number of sites and projects		✓

GTM is an equal opportunities employer and does not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. Selection for employment will be based on aptitude and ability.