



The **Benjamin** Foundation

Job description

Job title:	Support Worker
Employer:	The Benjamin Foundation
Location:	The Heart & Home Service is based in Norwich, Norfolk but Workers are home-based and travel to allocated Homes within reasonable geographical distance within the Norfolk area 25 miles 'average commute' cap. 30 mins daily travel time.
Contract:	Permanent (to be reviewed annually)
Salary:	Point 18, plus car user's allowance and other benefits
Hours of work:	16 hours per week
Department:	Heart & Home Housing & Homelessness (LAC/CIC)
Reporting to:	Heart & Home Multi-Service Manager, Assistant Manager and Allocated Placement Coordinator.

Job purpose

- To support young people in their journey to independence, providing advocacy and support and the necessary skills for living independently
- To support young people to enable them to identify their goals in terms of future housing and employment/education/training
- To signpost and access services that help young people to manage areas of their lives which impact on the ability to live independently
- To support young people via outreach support within independent or alternate accommodation
- To provide support, mediation and restorative solutions to children/young people/families/Hosts
- To support young people within their supported lodgings placements maintaining stability, security, progress and positive relationships with their Hosts



Nature & Scope

- To work closely with the Placement Coordinator and Managers in contributing to the efficient and effective running of placements
- Commitment to using Restorative practice, Psychological Informed Environments (PIE) the Nurtured Heart Approach ® and Signs of Safety in your work
- To work in ways that actively promotes equality and diversity
- Manage a complex intensive caseload of young people requiring varying levels of support
- To work in line with OFSTED and follow supported accommodation regulations including quality standards 2023.
- To maintain key relationships to high standards at all times and ensure compliance with legislative, regulatory requirements i.e. Children Act 1989, The Children (Leaving Care) Act 2000, Working Together 2013, Children and Families Act 2014, Care Act 2014
- To work in accordance with strategic requirements i.e. Norfolk County Council, Suffolk County Council, Children Services Semi-Independent Accommodation framework
- To ensure consistent, high quality delivery of the service
- To liaise with Children's Services, the Local Council, Housing Associations, Health and Educational services, and any other appropriate professionals, to achieve the best possible outcomes for the young people
- Respond to child protection and safeguarding matters in line with policies and procedures
- To embed the culture and ethos of The Benjamin Foundation
- To work within the frameworks of the service.
- To communicate updates to Managers and Coordinators in a timely manner, regarding developments, actions and risks
- Ensure effective planning and consistency of service delivery over periods of annual leave and with consideration to working days
- Contribute to initial assessment of Hosts and Young People
- To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

Administration

- Keep case file records and all documentation pertaining to meetings/contact with young people accurate and up-to-date
- Adhere to the organisation's Health & Safety policy and undertake Risk Assessments/follow Safeguarding procedures and policies
- Use agreed tools for measuring outcomes and collecting evidence of impact of work



- Ensure Outlook calendar is updated and lone working procedures followed

Development

- To attend regular Personal Reviews and Annual Appraisal with Line Manager
- To attend Group Supervision, Team Meetings and Organisation Away Days
- To undertake personal development and attend any relevant training
- To support the Managers/Coordinator with the promotion and development of the service
- To build and develop links and networks within the local community, represent the service at events and fulfil positive multi-agency working

Young People

- To develop a positive, professional and supportive relationship with the young people who are accommodated within the service
- To ensure service user involvement is embedded in the service
- To attend or contribute to professionals' meetings, statutory reviews and placement meetings as required
- To promote positive acceptable behaviour and choices
- To engage in the effective delivery of support to the young people in supported lodgings including key work responsibilities and contributing to young people's individual housing pathways
- To support young people to access information, advice and help from appropriate external services
- To support and empower young people in establishing and maintaining social support networks, including their families where appropriate
- To support with developing independent living skills through help, advice and training including reducing debts, maximising income and financial capacity and developing structures and personal planning abilities
- To support access to education, employment, training and volunteering
- To empower young people to engage in the community and positive activities
- To safeguard young people from risks to their health, wellbeing and development. Complete and regularly update risk assessments
- To ensure that the specific needs of young people are met including religious observance and culturally significant activities
- To contribute to the planning and delivery of social and leisure activities that reflects the interests, abilities and needs of young people
- To support young people in day-to-day practical independent living skills such as budgeting, cooking and self-care to prepare for independent living
- To help maintain a positive and nurturing environment within supported lodgings that is sensitive to the needs of the young people



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- To use Outcome Tools (including Young Person's Star & Passport to Independence) in assessing young people's progress and well being

The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.

The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.

This post is subject to a full and satisfactory DBS disclosure

Structure Chart

Director of Operations

Assistant Director

Service Manager

Assistant Manager

Administrator

Placement Coordinator

Support Workers

Sessional Support Workers

Jobholder :

Signature:

Date:

Line Manager:

Signature:

Date:

Date to be reviewed: 08.03.23



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Support Worker – Person Specification				
Criteria	Details	Essential	Desirable	Assessed
Qualifications	Formal qualification in terms of working with children and young people	•	•	Certificate Application
	Educational achievement sufficient to support clear reporting and presentation skills		•	Application
Experience	A minimum of 2 years' experience working with the relevant client group/homelessness or children/young people in a supported accommodation setting	•		Application Interview
	Experience of lone working	•		Application Interview
Knowledge & Skills	To be able to communicate with colleagues, external agencies and young people both verbally and in writing ensuring you conduct yourself in a professional manner, whilst maintaining the rules of confidentiality as appropriate	•		Application Interview
	Have an in-depth knowledge of local policies, protocols and relevant legislation, particularly part 3 of The Children Act 1989, Section 17 and Section 20 Also Supported Accommodation Regulations and Quality Standards 2023		•	Application Interview
	Have an understanding of relevant housing and benefits legislation		•	Application Interview
	A good understanding of appropriate Professional Boundaries	•		Interview
	Good ICT skills to use email communication, electronic calendar, produce letters and reports	•		Interview
	To work effectively with key agencies	•		Interview



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	and partners			
	Willingness to work flexibly and manage own time to best effect	•		Interview
Personal Qualities <i>Positive</i>	Ability to relate positively to young people	•		Interview
<i>Independent</i>	An ability to think independently and work without constant supervision	•		Interview
<i>Confident</i>	Being able to confidently make decisions regarding day to day matters and to be accountable for these decisions	•		Interview
<i>Competent</i>	The ability to work under pressure and remain calm in stressful situations	•		Interview
<i>Nurturing</i>	Commitment to using the Nurtured Heart Approach ®	•		Application Interview
Additional	The willingness to contribute to the wider Benjamin Foundation success story	•		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	•		
	Current Driving Licence and access to a vehicle (including Business Use)	•		Copy DL and insurance certificate
	A willingness to undertake relevant training (including Level 3 Qualification) appropriate to the post	•		Interview