



The Benjamin Foundation

Senior Support Worker - Job description

Job title:	Senior Support Worker
Employer:	The Benjamin Foundation
Location:	Winston Court /Future Builders
Contract:	Permanent – Full time
Salary:	Point 21
Hours of work:	37.25 hrs, plus on call rota)
Department:	Housing and Homelessness
Reporting to:	Centre Manager

Job purpose

1. To assist the Centre Manager in the day to day management of the service and to deputise in the absence of the Manager
2. To provide effective support and assessment of young people at Winston Court/Future Builders
3. To ensure the best outcomes for young people accessing the service are achievable
4. To provide effective support to the staff team at Winston Court
5. To assist the centre manager in the development of the service

Main duties

General

- To support the Centre Manager in the running of the service, including reporting functions
- To represent Winston Court to outside agencies and community groups where required
- To contribute to the efficient and effective running of the centre
- To work in ways that actively promotes equality and diversity within Winston Court with regard to both colleagues and young people.
- To develop and maintain relationships with key agencies and ensure compliance with the statutory frameworks they work in
- To help ensure strong partnership links and working relationship with a range of housing provision in North Norfolk and further afield.
- To liaise where appropriate with Norfolk Children Services Department, Housing, Health and



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Education and any other appropriate professionals to achieve the best possible outcomes for the young people

- To maintain key relationships to high standards at all times
- To promote the well-being of the young people
- To carry out regular cleanliness, hygiene and health checks at Winston Court in accordance with instruction from the Centre Manager

Administration

- To contribute to a comprehensive risk assessment process that promotes the safety and security of the young people at Winston Court
- To provide Outcome Star individualised support plans with guidance from the centre manager
- To provide support with regular monthly monitoring requirements
- To manage A/L requests and staff cover appropriately for the service
- To maintain good professional practice within Winston Court in accordance with the centres policies and procedures, statutory and legislative requirements
- To ensure that good quality records are maintained as required with supervision and advice from the Centre Manager
- To participate in the development, implementation and monitoring of individual support plans and assessments
- To ensure compliance with all statutory, legislative requirements and policies and procedures in place at Winston Court
- To undertake 'sleep in' duties depending on the service needs
- To fulfil on call responsibilities
- To attend planning meetings as required
- To maintain and work in accordance with The Benjamin Foundations confidentiality policy at all times
- To maintain an environment that promotes positive acceptable behaviour
- To embed the culture and ethos of The Benjamin Foundation
- To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

Staff

- To develop a positive and supportive relationship with the Winston Court team
- To offer case supervision for Support Workers

Development

- To assist the centre manager in training of the staff at Winston Court
- To attend staff meetings and regular supervision when required
- To undertake personal development and attend any relevant training.

Clients

- To develop a positive and supportive relationship with the young people who are resident at Winston Court/Future Builders
- To ensure service user involvement is embedded in the Service
- To engage in the effective delivery of support to the young people at Winston Court including key work responsibilities and contributing to children and young peoples individual housing pathways
- To support service users to access information, advice and help from appropriate external



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services

- To support and empower service users 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 moderate antisocial behaviour including signposting to appropriate help and advice
- To support access to education, employment, training and volunteering
- To empower service users to engage in the community and positive activities
- To safeguard the young people at Winston Court from threat to their health, well-being and development, both internally within the centre and externally
- To ensure that the specific needs of young people are met including religious observance and culturally significant activities
- To develop and maintain good working relationships with young people's Family members, Social Workers and other professionals
- To contribute to the support of the education progress of the young people at Winston Court through supporting them in their education environment, providing activities and interests that will stimulate educational attainment, encouraging and supporting the educational achievements of all
- To contribute to the planning and delivery of social and leisure activities that reflects the interests, abilities and needs of young people at Winston Court. To help teach day to day practical independent living skills e.g. budgeting, cooking, self-care to help the children and young people prepare for independent living
- To be familiar with young people's support plans and risk assessments and ensure that their requirements are carried out in the day to day support of the young people
- To help maintain a positive and nurturing environment within Winston Court that is sensitive to the needs of the young people
- To use Outcome Tools (including teen star & homeless star) 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.

Name of Job Holder:

Signed Job Holder:

Date:

Name of Line Manager: Sharon Reynolds

Signed Line Manager: Sharon Reynolds

Date: 01/02/2024



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Senior Support Worker – Person Specification

Criteria	Details	Essential	Desirable	Assessed
Qualifications	Formal qualification in working with children and young people		D	Certificate Application
Experience	A minimum of 2 years' experience working with homelessness or children/young people in a supported accommodation setting	E		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	E		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	E		Application Interview
	Have an understanding of relevant housing and benefits legislation	E		Application Interview
	A good understanding of appropriate Professional Boundaries	E		Interview
	Good ICT skills, including the ability to input information and formulate reports from a database	E		Interview
Personal Qualities <i>Positive</i>	The personality and ability to relate positively to young people	E		Interview
<i>Responsive</i>	Ability to respond quickly and with flexibility to the needs and priorities of individuals	E		Interview
<i>Independent</i>	An ability to think independently and work without constant supervision and micro management	E		Interview
	Being able to confidently make decisions regarding day to day	E		Interview



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<i>Confident</i>	matters and to be accountable for these decisions			
<i>Competent</i>	The ability to work under pressure and remain calm in stressful situations	E		Interview
<i>Collaborative</i>	Ability to work collaboratively with the Manager, senior and other staff	E		Interview
<i>Progressive</i>	An interest in the long-term development of the service	E		Interview
<i>Nurturing</i>	Commitment to using the Nurtured Heart Approach [®] and ensuring other use it	E		Application Interview
Additional	The willingness to contribute to the wider Benjamin Foundation success story	E		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	E		Interview
	Current Driving Licence and access to a vehicle	E		Copy of DL and insurance certificate
	A willingness to undertake training appropriate to the post	E		Interview