

# Supporting people, Changing lives

*SAHA is a registered Housing Association providing housing and support primarily for single homeless people. We require enthusiastic individuals to join our Foyers and Projects*

## **Relief Support Workers - £9.03 per hour (as and when required)**

The purpose of this role is to provide a consistent and holistic Supported Housing Service, proactively working to ensure a safe, secure and friendly environment for our client group. You will offer appropriate support and encouragement to young people, responding quickly and effectively to prevent anti-social behaviour and to address residents' needs for assistance.

You will be an enthusiastic, self-motivated and flexible individual prepared to undertake any tasks as requested by the Foyer Manager. Experienced in working as part of a team, your excellent communication skills are crucial to the successful delivery of this important service. Previous experience of working night shifts and a flexibility towards working hours is essential.

### **Closing date for applications: Ongoing**

*Whilst the association is particularly interested in applications from committed Christians, as an equal opportunities employer we welcome applications from all sections of the community.*

Make a difference by understanding our differences.

**SALVATION ARMY HOUSING ASSOCIATION**  
**JOB DESCRIPTION**  
**June 2007**

**POSITION:** Relief Support Worker  
**RESPONSIBLE TO:** Senior Project Worker / Foyer Manager

***INTRODUCTION***

This post relates to the provision of a holistic supported housing service through SAHA's Foyer & Supported Housing Services.

***Function***

To provide a consistent support service to the residents of the Foyer or Supported Housing service, primarily during the night time hours.

To proactively work with tenants of the project by providing Information advice and guidance appropriately. As well as encouraging participation in the activities of the scheme.

To ensure the safety and security of the residents and project, ensuring that all policies and procedures of the association are upheld.

***Specific Duties***

1. To offer appropriate support, guidance and encouragement to local young people including residents and visitors.
2. To acquire and provide up to date and accurate information relating to clients and the service as a whole.
3. To contribute the Key Performance Indicators set for Self, Scheme, and the wider association.
4. To prevent anti social behaviour and respond to it quickly and effectively when reported, in association with colleagues and other professionals. Ensuring all legal and organisational policies and procedures are followed correctly.
5. To maintain a safe and secure environment for residents visitors and colleagues, in line with organisational policies.
6. To undertake any necessary training/personal development identified by the Line Manager.
7. To undertake basic maintenance and DIY tasks as requested by the Foyer/Project Manager.
8. To undertake any tasks within the spirit of the job description, as requested by the Management Team.

***General duties***

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|--------------------|---|
| 1) Diversity       | To promote and implement the Association's diversity policy in all aspects of work and in dealings with outside bodies. |
| 2) Health & Safety | To carry out the post holder's responsibility in relation to Health & Safety.   |
| 3) Other duties    | To carry out other duties commensurate with the post as required.   |
| 4) Legislation     | To undertake all duties in accordance with legislation, regulatory guidance and good practice.                          |

**SALVATION ARMY HOUSING ASSOCIATION**  
**PERSON SPECIFICATION**  
**Post: Relief Support Worker**

		<b>Essential</b>	<b>Desirable</b>
<b>KNOWLEDGE</b>			
a)	Qualifications: Academic Professional Job-related training Vocational training	GCSE English & Maths or equivalent.	Relevant Support Qualification.
b)	Relevant housing knowledge.	A working knowledge of, and commitment to, Diversity issues in supported housing  Understanding of, and commitment to, Continuous Improvement.	Knowledge of Supporting People.
c)	Previous experience. (Consider level, type, minimum period).	Experience of working as part of a team, where communication is crucial to the successful delivery of services.  Experience, whether personal or professional, of working with / supporting young people or vulnerable adults.	Experience of working in a hostel / Supportive environment.
<b>SKILL</b>			
a)	Communication skills a) negotiating b) representing c) with peers d) with subordinates	To have excellent communication skills	Ability to work & communicate effectively with people at all levels on behalf of the Association and to effectively represent the Association externally.
b)	Report writing.	Ability to write incident reports and case notes clearly and effectively.	
c)	Team membership.	To be able to work on own initiative, organise workload and work effectively as part of a team.	
d)	Creativity/innovation		To be able to criticise current systems and work to change them for the better.
e)	Numeracy	To be accurate & conscientious on record keeping.	
f)	Computer literacy	To be computer literate, with the ability to be self supporting in administration.	
<b>ATTITUDE/PERSONALITY</b>			
a)	Sympathy with aims of the Association	Sympathy with the aims of The Salvation Army	
b)	Customer service	Commitment to customer care.	Commitment to developing resident involvement
c)	Flexibility	Enthusiastic, self -motivated and flexible, with the ability to work under pressure and meet deadlines.	
d)	Travel/unsocial hours	Flexible in working hours to accommodate a working rota in conjunction with the needs of the service and other team members	

## **POST: RELIEF NIGHT SUPPORT WORKER**

### **Terms & Conditions of Employment – Guidelines**

#### *Standard Hours*

as and when required

#### *Length of Contract*

Casual

#### *Salary*

£9.03 per hour, paid on the 15<sup>th</sup> of the following month, based on timesheets submitted at the end of each month.

#### *Annual Leave*

The leave year runs from January to December.

You are entitled to four weeks paid leave per full calendar year. As your hours are variable (and therefore pay is variable), the payment for holidays will be based on the hours worked during the previous year – or since you started during the first year.

#### *Benefits*

Other benefits include...

Free counselling and information service

Annual season ticket loan

#### *Probationary Period*

There is a probationary period of 6 months for all new staff.

#### *No smoking and drinking policy*

For all staff on Association premises. (Residents are allowed to do so in their own homes)

#### *Offer*

If we make an offer of appointment, it will be subject to satisfactory references (including one from your present or most recent employer) and a medical assessment. We will also ask you to provide a criminal record Enhanced Disclosure as you will be dealing with vulnerable people. The post is exempt from the Rehabilitation of Offenders Act 1974 as amended. A copy of our 'Criminal Records Policy' is available from Personnel.