

Job Description: Resident Support Worker

Job Title: Resident Support Worker

Responsible to: Resident Support Coordinator

Location: Between the KCAH office and various temporary accommodation locations in Kingston borough.

Hours: 36 hours per week

Duration: Fixed term contract starting April 2021 to the end of June 2021 (probable extension to March 2022 depending on funding)

Desirable but not essential: Have use of a car and have a full UK driving licence

About the job:

We are expanding our Resident Support Team to support those who have been housed in temporary accommodation during the COVID-19 pandemic and try to prevent returns to rough sleeping. The Resident Support Worker will provide high quality support, delivered in a strength based, person centred way. You will help individuals to identify their goals, interests and ambitions. You will complete and regularly review support plans with each person on your case load, focussing on what KCAH can do to help them achieve their goals.

MAIN RESPONSIBILITIES

- Leading and coordinating the support for everyone on your allocated case load
- Manage the immediate support needs of residents where needed, providing crisis intervention if necessary
- Complete and review support plans every 4 to 6 weeks with the individuals you work with to include risk assessments and recording of any clinical vulnerabilities
- Work in conjunction with Kingston Council to ensure the properties are managed safely in accordance with regulations, ensuring repairs and maintenance issues are reported in a timely manner
- Build effective working relationships with external stakeholders including Kingston Council, drug and alcohol support agencies, mental health services and other agencies
- Demonstrate flexibility and adaptability through remote working at various locations
- Organise and chair monthly house meetings with residents in shared accommodation
- Have an understanding of the needs of the residents, working in an empathetic and flexible manner using assessment and evaluation skills
- Work proactively to research and arrange activities, voluntary and job opportunities for the people you are working with
- Help residents to complete any paperwork required by Kingston Council or KCAH including benefits work
- Maintain and promote confidentiality for the people you are working with
- Accompany residents to KCAH office or other appointments where appropriate
- Encourage residents to comply with national COVID guidelines and rules

- Be able to challenge in an assertive, yet sympathetic, way any disruptive and/or unacceptable behaviour, doing so in a manner that balances the needs of the individual alongside the safety of other residents
- Support all colleagues in diffusing difficult situations or where conflict arises and seek external assistance if necessary, addressing any incidents or concerns; respond appropriately to minimise the impact on others and prevent escalation
- Produce high quality written communications to residents and external agencies where necessary
- Undertake lone working when necessary, following the KCAH lone working procedures.

PLANNING AND ORGANISING

- Demonstrate excellent time management skills. Be in charge of your own diary by planning your workload and coordinating with the Resident Support Team
- Anticipate and have plans in place for busy or chaotic periods
- Be prepared to be flexible and respond to unplanned events
- Manage your time so that all deadlines are met

PROBLEM SOLVING

- Consider the best approach to dealing with emergencies in line with KCAH procedures
- In consultation with other Resident Support Workers and the Resident Support Coordinator, consider appropriate responses to any issues that arise
- Raise queries with appropriate services and work collaboratively to arrive at a solution
- Signpost residents to services appropriate for their individual needs

DECISION MAKING

- Make decisions in emergency situations in line with KCAH procedures

OTHER REQUIREMENTS

- To deal with any safeguarding and first aid issues
- Embrace a strength based approach to support work
- To attend staff training courses identified as relevant to the role by the Resident Support Coordinator
- To develop an understanding and knowledge of KCAH and other local organisations and the variety of services provided
- To undertake any other duties, as directed by the line manager, that may reasonably fall within the scope of the post
- To understand, uphold and work within the ethos, aims and objectives of KCAH, adhering to KCAH policies and procedures at all times.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- To be a good team player and work constructively with colleagues and managers in all aspects of the work
- Contribute positively to meetings such as supervision, appraisal, team meetings and training events
- To maintain a professional approach to all communications with external agencies