



NEW START

JOB DESCRIPTION SUPPORT PRACTITIONER

1. Name:

2. Scheme: *New Start's Adult Services*

3. Location: *Job Bank*

4. Responsible to: *Project Manager/Director of Adult Services*

5. Aims:

- 5.1 To work as part of a team providing quality accommodation and support services for vulnerable adults residing within New Start's dispersed shared and independent properties.
- 5.2 To provide quality housing-related support and assistance with developing life-skills, resilience and tenancy management abilities; whilst working towards suitable resettlement options.
- 5.3 To work within the framework of New Start's policies and procedures.

6. Key Tasks:

- 6.1 To provide advice and assistance to individuals who are homeless or at risk of homelessness.
- 6.2 To provide daytime visits, encompassing housing-related support and tenancy sustainment and to clients within New Start's Dispersed Service.
- 6.3 To operate within the remit of New Start's service specification, delivery model and contractual obligations.
- 6.4 To work within allocated time-frames for facilitating move-ins, as per the applicant's priority status.
- 6.5 To ensure all new clients to the service receive a full and comprehensive induction of the property and the support service which will run parallel to the tenancy.
- 6.6 To devise and implement a Service Plan between the worker and the Service User to map out the immediate support actions requiring intensive assistance, which will provide the foundations for resettlement planning.
- 6.7 To work as part of the main Service Plan with clients to register with Property Pool Plus and develop a realistic resettlement aiming for, where appropriate, a 6-month resettlement outcome.
- 6.8 To support clients to resolve debt issues.

- 6.9 To support clients to access voluntary work, training and work-based learning opportunities that will assist them with securing future employment.
- 6.10 To support clients with family mediation.
- 6.11 To create, manage and maintain Service User files, and ensure that all relevant documentation is completed to the highest standards, and within agreed timescales.
- 6.12 To initiate and carry out regular case reviews as required ensuring clients are on the right path to achieve their potential.
- 6.13 To report back on key performance indicators to the Project Manager.
- 6.14 To maintain positive working relations with all New Start's current Adult Services Departments (below), and another future project(s) developed by the organisation:
- Community Housing Team
 - New Start's Dispersed Service
 - New Roots Refugee Project
 - Prospect Lodge
 - The Belmont Drive Project
 - The Anfield Road Project
 - Leyland Road
 - Human Resources
 - Maintenance Team
 - Welfare Benefits Team
 - Head Office Personnel
 - Domiciliary Care Team
- 6.15 To ensure positive working relations are forged between:
- Volunteers, students and any persons on placement to New Start
 - External agencies including Landlords and Letting Agents
 - Referring agencies, other Housing Providers the Health and Welfare Sector

7. Key Responsibilities:

- 8.1 To maintain the agreed Quality Standards and Team Standards in a consistent manner across all functions of the team.
- 8.2 To work in the interests of Service Users, and in-line with professional standards, to develop good working relationships with internal and external services and organisations.
- 8.3 To represent New Start in a professional manner at all times.
- 8.4 To undertake training and development activities as required, developing skills and abilities which will assist with fulfilling the purpose of the role and support the success of the organisation.
- 8.5 To participate in and contribute to organisational/team meetings as required.
- 8.6 To participate in appraisal, supervision and learning and development processes.
- 8.7 To provide reports for the Project Manager and the Senior Management Team as required.
- 8.8 To provide appropriate support to volunteers as required.

- 8.9 To be familiar with, and comply with, Health and Safety policies and procedures; and in the event of any serious risk take immediate action to reduce the risk and inform management immediately - ensuring that all health and safety requirements are met in the delivery of the services.
- 8.10 To ensure that all work is carried out in accordance with New Start's values, equality aims and policies and procedures.
- 8.11 To promote equality, inclusion, respect and fairness at all times and to manage diversity in all areas of planning and service delivery, taking an active involvement in implementing our Equality and Diversity Policy.
- 8.12 To ensure that adequate confidentiality and ethical standards are maintained at all times in respect of clients and New Start as a whole.

8. General:

- 8.1 This post is subject to enhanced DBS criminal record disclosure and subscription with the DBS Update Service.
- 8.2 New Start operates within a constantly changing environment, and as such, work priorities and targets may change. New Start's management reserves the right to make reasonable changes to the job purpose and accountabilities.
- 8.3 In instances where it is required to work beyond working hours, in cases of emergency, the additional time will be accrued in TOIL.
- 8.4 The post is subject to Essential Car User requirements. As such, a full, clean driving licence, with adequate business insurance and access to own vehicle is required.

Date:

Employer's Signature

Employee's Signature