NEW START

JOB DESCRIPTION
HOSTEL SUPPORT PRACTITIONER

1. **Name:**

2. **Scheme:** *Adult Services*

3. **Location:** *Liverpool*

4. **Responsible to:** *Project Manager*

5. **Aims:**

5.1 To provide practical and emotional support to residents accessing the service to achieve the following outcomes:

- Reduced harm associated with substance misuse;
- Reduced offending and anti-social behaviour;
- Improved engagement with treatment services;
- Improved health and wellbeing;
- Increased participation in employment, education, and training;
- Positive planned move on to permanent accommodation within 6-18 months (dependent on service)

5.2 To work within the framework of New Start's policies and procedures.

6. **Main Duties:**

6.1 To oversee the safety and security of the building, residents, and visitors at the service.

6.2 To take responsibility for the health and safety aspects of the building and residents whilst on shift.

6.3 To report ant necessary incidents to the project manager as appropriate.

6.4 To support service users to maintain contact and/or engage with specialist agencies (substance misuse services, mental health services, benefits agencies etc.)

6.5 To support residents to become tenancy ready to move onto suitable accommodation.

6.6 To ensure that referrals to the service are encouraged through effective joint working and managed efficiently within specific timescales to ensure maximum occupancy levels are achieved and maintained at all times.

7. Supporting Residents:

7.1 Participate in the referral and assessment process to maintain early contact with residents to ensure that the Service is suitable to meet the individual client's needs.

7.2 To organise relevant meetings and reviews including statutory case conferences, probation appointments, interagency and or any other meetings relating to residents.

7.3 Implement and/or facilitate activities to develop individual support programmes that address specific needs including educational, social, emotional and physical health.

7.4 Support service- users to maintain contact with specialist agencies.

7.5 Supporting access to, and accompanying services users on appointments for screening, testing, GP, GUM, needle exchanges, benefits agency etc.

7.6 Providing access to a range of services and activities internally, through external agencies and within the local community.

7.7 To keep detailed records, prepare reports and risk assessments, maintain regular and effective monitoring systems and support plans, support plan reviews and case manage each client as assigned.

7.8 To work sensitively and respectfully with residents, carers and or families.

8. Joint Working:

8.1 To develop effective working relationships with all the relevant external agencies to ensure access to services for residents.

8.2 To co-ordinate the delivery of services, making agreements with other agencies and arranging regular reviews.

8.3 To assist the project manager in promoting the project, managing referrals and working towards expected targets and outcomes for the service.

8.4 To achieve related Key Performance Indicator targets.

8.5 To work within the requirements of the Mainstay System, ensuring the accurate recording of information to support each case.

9. Health & Safety:

9.1 To undertake daily checks/nightly and weekly checks to ensure that the building, residents' accommodation and communal/staff areas are free from hazards including testing of emergency/fire equipment and or evacuation procedures.

9.2 Where hazards and or risks are identified to carry out risk assessments and incidents reports to minimise risk and record outcomes.

9.3 To comply with New Start's Health and Safety policy and to protect the health, safety, and welfare of themselves and others.

9.4 To attend all relevant training provided in relation to Health and Safety at Work etc Act 1974 and or any other training either mandatory or role specific recommended or identified as necessary to the role of Support Worker.

9.5 To work strictly within the limits of the Misuse of Drugs Act 1971 and New Start's Drugs Policy and any other relevant guidance or legislation.

10. General

10.1 This post is subject to enhanced DBS criminal record disclosure and subscription with the DBS Update Service.

10.2 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.

Date:

Employer's Signature ……

Employee's Signature ……