**ROLE PROFILE**

**JOB TITLE: RELIEF WORKER/OUTREACH RELIEF WORKER**

**REPORTING TO: PROJECT MANAGER**

**SALARY SCALE: £9.35 - £9.49 PER HOUR (PAY AWARD PENDING)**

**PURPOSE OF THE WORK**

Reporting to the Project Manager, you will work as part of an enthusiastic team providing Intensive Outreach support to service users residing within the community, supporting with all aspects of tenancy sustainment.

You will be expected to provide a quality service compatible to the assessed needs of each individual. Service user assessments are made by Project Workers and, while the Association expects Relief Workers to provide a quality service to service users, it is not the role of a Relief Worker to make the assessment.

The offer of shifts may involve anti-social hours and lone working.

The purpose of the Relief Worker role is to cover shifts at short notice. The work is ad hoc and there is no obligation to accept shifts; likewise, the Association is not obliged to offer you shifts. Relief Workers generally undertake shifts to cover for annual leave and sickness absence of employees.

**OUR VALUES**

Our values are at the core of everything we do. They influence our strategy, our vision and the behaviours that we expect of our staff. They are:

* Being people focused;
* Integrity;
* Quality;
* Going the extra mile.

**MAIN DUTIES AND RESPONSIBILITIES**

|  |  |
| --- | --- |
| 1 | To assist the Project Manager in providing an intensive, high quality outreach support service to service users residing within the community either within their own tenancies or Temporary Furnished Accommodation. |
| 2 | To ensure that minimum standards of health, safety and hygiene are maintained at all times. |
|  |  |
| 3 | To maintain appropriate recording procedures for all issues relating to the operation of the service, including updating of daily reports, liaising with partner agency workers completing incident reports, repairs and updating of Risk Assessments where appropriate. |
| 4 | To consult, where applicable, with service users on possible developments and/ or changes in service delivery, operate systems and structures that promote models of good practice and encourage service user comment and participation. |
| 5 | To ensure all service users are aware of their rights and responsibilities at all times. |
| 6 | To provide a contact point in the event of emergencies, reporting to the relevant Project Manager; |
| 7 | To liaise with the project team and any other professionals and agencies involved in provision of a support function to the service users; |
| 8  9 | To provide assistance and support to service users and to advocate on their behalf as when required and to make sure that they are maximising their income, including the registering of all benefit applications both personal and housing related;  To undertake any other reasonable duties as delegated by the Project Manager.  **Please note that Relief Workers are not expected to deliver key work or formulate care plans** |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |  |
| --- | --- | --- |
| **PERSON SPECIFICATION – RELIEF WORKER** | | |
|  | **Essential** | **Desirable** |
| **Qualifications/**  **Education** |  | * HNC or SVQ 3 in Social Care; * Experience of working with homeless people and/or addiction issues |
| **Knowledge** | * homelessness and its effects and the levels of vulnerability of the client group; * an awareness of drug and alcohol issues. |  |
| **Experience** | * working with vulnerable people and challenging behaviour. |  |
| **Skills /**  **Abilities** | * computer literacy; * effective verbal and written communications skills; * ability to solve problems and use your initiative; * appropriate assertiveness and the ability to work under pressure; * ability to develop and sustain positive and appropriate working relationships. |  |
| **Personal**  **Qualities** | * personal values that are consistent with social care; * flexibility, adaptability, reliability, patience, resilience, tolerance and calmness. |  |