



ROLE PROFILE

Role Title: Support Worker

Salary / Grade : £30,859 per annum / B

Department: Prevention

Directorate: Operations

Responsible to: Senior Practitioner / Lead Manager

Key relationships: Managers and employees, people using our services, external stakeholders

About Thames Reach

Our mission is to help vulnerable and homeless people to find decent homes, build supportive relationships and lead fulfilling lives. Our vision is to end street homelessness.

Thames Reach is a homelessness charity based in London, specialising in helping people with complex and multiple needs, including those associated with poor mental health and substance misuse. We manage a range of services, including street outreach, frontline hostels, day services, specialist supported housing and employment and skills schemes. Last year we helped more than 10,000 people.

Role Purpose

The Support Worker is responsible for service delivery within their team. They will be supported in this work by complex caseworkers and their management team. The Support Worker will report to either a Senior Practitioner or a Lead Manager depending on the size and scope of the project/team. At present all Thames Reach teams are based in Greater London.

They will:

- Contribute to Thames Reach achieving the highest standards and effectiveness in service delivery to service users within an operating environment which is complex and changing.
- Contribute to the implementation of the team's aims and objectives, work plans, operational policies, and procedures in such a way that they contribute to the mission of Thames Reach and deliver on business plan objectives.
- Support all activities within the team effectively and maintain Thames Reach standards in relation to service users/internal customers and other stakeholders alike.
- Carry out liaison roles internally and externally to Thames Reach

The Support Worker will provide direct support to clients in the form of key working and casework management. Support Workers will carry a case load that will vary in form and quantity depending upon the project's purpose and focus. They will be the principal providers of support to clients in a project and will work alongside lead case workers to have the needs of clients met when there are issues of a complex or multifaceted manner. They will also work alongside Assistant Support Workers, to ensure that clients are as enabled as possible and have their independence maximised.

Responsibilities and Accountabilities

1. Contribute to the continual improvement of service effectiveness, ensuring that service users or internal customers receive a high-quality outcome-focused service.
2. Work with team members including the Complex Caseworker, Lead Managers and Senior Practitioners to ensure that casework in the team is effectively delivered, including giving

appropriate feedback to the line manager on the need for appropriate action to address problematic areas.

3. Provide key-work, support any crisis intervention work, complete case recording, face to face work, group work, advice giving, advocacy and other interpersonal work.
4. Ensuring that the required paperwork and monitoring is completed including the updating of case files to the standards set out by Thames Reach and the agreed requirements of the Service Commissioner.
5. Contribute to the provision of timely and accurate information, reports, and analysis.
6. Contribute to the regular review of the effectiveness of service delivery, involving service users and other stakeholders in this process.
7. Contribute to the development of the annual work plan, taking on tasks to ensure its successful implementation and completion.
8. Promote best practice, including person centred support planning and effective casework management.
9. Maintain good working relationships with colleagues in other Thames Reach teams as appropriate.
10. Represent Thames Reach at other external meetings as required.
11. Contribute to the meeting of the targets in the areas of Education, Training and Employment / move on of the service users, maximising service user involvement /and other Key Performance Indicators.
12. The employee may on occasion, and in necessary circumstances, be called upon to undertake work in other locations other than their usual base of work, to ensure Thames Reach's obligations to service-users are fulfilled. In exceptional circumstances, an employee may be asked to do alternative work at another location which would be aimed at being within the competence of the employee.

The Support Worker will comply with the standard responsibilities outlined for all service delivery roles within Thames Reach and adopt and comply with Thames Reach ethos and values, policies and procedures, and regulatory frameworks including the Code of Conduct, Equality and Diversity, Health and Safety and GDPR.

No role profile can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

The role will participate in a 24-hour 7-day on-call system to provide emergency advice and support to service users as required.

Most posts will be expected to work some weekends and evenings at a minimum and shift work is expected in some posts. This will be included in the vacancy briefing for the post.

Knowledge, Skills and Experience

- a) Strong record and good understanding of the issues involved in delivering effective support services to a range of vulnerable people.
- b) An understanding of a range of approaches to case working including key working with service users and the implementation of different agendas, such as personalisation.
- c) An understanding of homelessness and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of homeless people which is based either on your own personal experience of being homeless or professional work or voluntary experience.

- d) Knowledge, understanding or experience of working in a casework management system.
- e) Ability to work independently using own initiative whilst remaining accountable to line management and communicating effectively as part of a team.
- f) An understanding of the importance of supportive relationships and fulfilling lives, and especially sustainable work in developing resilience and preventing homelessness.
- g) Excellent written and verbal communication skills with the potential to present information to a wide audience.
- h) The ability to establish good working relationships with service users, colleagues, other stakeholders externally and to work well within a team.

Competencies for all employees within Thames Reach

- Team working
- Service focussed
- Clarity of purpose
- Effective communication
- Efficiency and effectiveness
- Managing and developing self
- Embracing change and innovation

Why come and work with us

We are listed in the top 100 UK Best Workplaces 2022 in the UK. As part of a commitment to our employees we offer:

- Generous holiday allowance – 29 days per year plus 8 public holidays (pro rata).
- Pension – we contribute 6.5% to your pension when you contribute 1.5%.
- Excellent development opportunities – career progression, regular supervision and appraisals, and learning programmes to support your career with Thames Reach.
- Wellbeing support – our 24/7 employee assistance programme and opportunities for TOIL.
- Life assurance – four times your annual salary.
- Critical illness cover.
- Other benefits including interest free season ticket and cycle to work loans.

Thames Reach is committed to safeguarding. Applicants must be willing to undergo pre-employment screening appropriate to the post, including, but not limited to checks with past employers and the Disclosure and Barring Service. Having a criminal record will not exclude you from applying but you will be asked to provide further details as most posts are considered exempt from the Rehabilitation of Offenders Act 1974.