



JOB DESCRIPTION

JOB TITLE:	SUPPORT WORKER
LOCATION:	The Bus Shelter Dorset, Mount Pleasant Park and Ride, Mercery Road, Weymouth, DT3 5GD
HOURS:	As agreed in contract. To be worked flexibly to meet the needs of the service.
REMUNERATION :	£13.45
REPORTING TO:	Operational Manager

JOB PURPOSE

- When on duty taking day-to-day responsibility for the effective running of The Bus Shelter. This will include maintaining a safe and positive environment in which hope and support is delivered to guests in order to empower them to come off the streets, re-build their lives, and wherever possible to move on into homes and employment.
- To work with guests on an individual basis and help them to identify their future aspirations and support them in monitoring their progress in achieving these.
- To attend appointments with guests as necessary and advocate for them to ensure equality of access to services which they may have previously been excluded from due to their lifestyle and complex needs.
- To establish positive working relationships with all appropriate agencies.
- To undertake housekeeping chores as agreed.

ORGANISATIONAL CONTEXT

The Bus Shelter Dorset is a unique and vital service offering rough sleepers with a local connection a safe and secure place to call home. Here guests receive unconditional, intensive, tailored support in a non- judgmental environment 24/7. We believe that by living in a community where their basic needs are met guests have the opportunity to reflect on their life and future aspirations and can be supported to achieve them.

MAIN DUTIES AND RESPOSNSIBILITIES

- Responsible for the daily running of The Bus Shelter when on duty, responding to emerging issues as they arise and undertaking housekeeping duties as required.
- Responsible for providing high level support to a small case load of guests including:
 - Undertaking initial induction and sign up paperwork;
 - Undertaking weekly 1-1 key working sessions;

- Developing a guest-led support plan;
 - Monitoring and ensuring that actions agreed in the support plan are carried out and reviewed;
 - Undertaking and reviewing risk assessments;
 - Supporting guests with compliance of warnings and behaviour;
 - Accurately recording all information on case management system;
 - Liaising with relevant agencies to compliment existing support;
 - Initiating housing applications and referrals to move on accommodation, as appropriate.
- Providing case load cover for colleague's during periods of absence.
 - Updating case management system of all guests at the end of each shift and ensuring that relevant information is communicated to staff and management for inclusion in guest reviews.
 - Providing all guests with practical and personal support and advice in an approachable, engaging and caring way.
 - Making arrangements for and accompanying guests to appointments and meetings including complementary support services as necessary.
 - Ensuring that the premises are safe and safeguarding procedures are followed at all times in accordance with policies and procedures.
 - Ensuring that all guests adhere to the Bus Shelter rules and referring any breaches to the on-call manager in order that they are dealt with appropriately, in a fair and timely way.
 - Maintaining close and positive relationships with key organisations including the Local Authority and Dorset Police.
 - Participating in staff and guest meetings in order that issues and ideas can be openly discussed, and a consistent approach adopted in respect to implementation, resolution and/or the management of the guests.
 - Adhering to the policies and procedures of The Bus Shelter as agreed by the Trustees.

Any other duties as discussed and agreed with the Senior Support Worker, Operational Manager and/or CEO.

GENERAL

- Maintaining a confidential, sensitive and discrete approach to personal, sensitive and organisational information.
- Contributing to a culture of equality and demonstrate a commitment diversity, inclusion and to removing all forms of discrimination as a colleague and service provider.
- Work in accordance with TBS stated values and represent the TBS in a positive manner.
- A flexible approach is required for the role, as additional duties commensurate with the role may occur from time to time

This job description is not intended to be an exhaustive list of duties but one that reflects a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.