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| **JOB DESCRIPTION** |

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| **Supported Accommodation Sustainment Officer** |

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| **Pay Range** | £20,457 – £23,693 | **Service Area** | Orchard House  |
| **Line manager** | Supported Accommodation Team Manager | **Location** | Milton Keynes |
| **Full/Part Time** | Part-time  | **Working Hours** | Hours available from 24 – 33.8 hours p.w. |

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| **JOB PURPOSE** |
| **Purpose of the Post**The service works with a range of client needs including mental health issues, substance misuse, an offending history, learning disabilities and autism. Offering 24/7 supported accommodation, we aim to inspire, to educate, to motivate and - most importantly - to make possible. To offer everything under one roof that marginalised people need to rediscover their potential and move forward with their lives.Under its remit of the prevention of homelessness, the service provides 6 – 9 months support to enable former rough sleepers with licence sustainment to reduce the risk of further homelessness in line with Milton Keynes Council’s future vision of eradicating homelessness. The sustainment officers carry-out planned support sessions with a host of independent living skills, including budgeting, engaging in training and education, linking into external services, whether that is mental health services, drugs, and alcohol. Promoting health and well-being. Engaging residents with social activities and our independent living skills program.**Equal Opportunities**All people are equally entitled to have their needs met in a fair and balanced way. Sustainment officers are responsible for promoting equal opportunities for all and for challenging any behaviour or practice which discriminates against any person or colleague on the grounds of race, religion, disability, age, gender, sexual orientation, or any other perceived difference. |
| **RESPONSIBILITIES** |
| **Specific Duties and Responsibilities*** To support people to achieve the skills required to live independently in the community.
* To deliver planned support sessions and support with independent living skills.
* To provide a caring, supportive, and nurturing environment in which people can feel secure and supported.
* Establishing positive relationships with people who may have a lack of trust working with professionals previously. Offering them unconditional and positive support.
* Helping people to achieve their full potential. To enable them to gain self-control by challenging unacceptable behaviour and rewarding acceptable, pro-social conduct.
* Ensuring that each person’s support plan is strength based and reviewed and amended as appropriate to reflect their changing needs and recognise their achievements.
* To act as a key worker to the person to ensure that their strength-based support plans are up to date and that their needs are being met. To provide a positive role model to be able to offer advice, guidance, and assistance where appropriate.
* Establishing relationships which people perceive to be positive, warm, and rewarding.
* Providing advice, assistance, and support on a 1:1 basis to enable people to address past and present difficulties.
* Providing emotional support at times of difficulty or stress.
* Being ambitious for people, helping them achieve their goals and optimise their potential.
* Keeping accurate records of case notes for planned meetings, reviews or any other meetings for housing, mental health services, and adult social care as directed by the line manager.
* Empowering people and facilitating their active involvement in the decision making about their lives and future.
* Acting as an advocate at meetings where the person is the subject of discussion.
* Encouraging the person to develop links with the community, attend off-site activities and expand their personal social network.
* Maintaining confidentiality whilst also meeting the Sharing Information protocols regarding safeguarding.

**To Work as Part of a Team*** Being aware of the aims and objectives of the service and working collaboratively with colleagues and the on-site housing manager to achieve them.
* Attending team/ staff meetings and making a positive contribution to them.
* Actively contributing to the development of the team.
* Receiving and storing information to improve communication.
* Being willing to give and receive feedback on performance with colleagues and managers.
* Being aware of support plans and risk assessments for all people and providing support for colleagues by maintaining consistency in the execution of those plans.
* Providing informal practical and emotional support to colleagues experiencing difficulties.
* Attending and contributing to regular supervision sessions.
* Monitoring the conduct of colleagues and referring on any causes for concern (Whistleblowing).
* Being familiar with all policies and procedures and adhering to them.

**General Responsibilities*** To be on hand to support clients who may need some additional support.
* To offer emotional support.
* To ensure the safety and well-being of all clients in the supported accommodation.
* To safeguard clients following safeguarding procedures.
* To contact external services and agencies when required.
* Driving personal vehicles (preferable, but not essential).
* Receiving training appropriate to the role and maintaining an up-to-date training profile.
* Responsibility for the accurate maintenance of database notes, financial records and where appropriate medication records to the duties of the post.
* Responsibility for the health, safety and welfare of self and colleagues in accordance with the requirements of the organisational Health and Safety Policies.

**Special Conditions** * We have a mix of shifts, evenings 24 hours per week, working 5 on and 5 off on a rota over a 10-week period 4:00pm – 11:15pm.
* Day shift post 33.8 hours per week over a 6-week period, working alternative weekends. The working pattern is 8am-4pm one week and 9am-5pm the following week.
* Day shift post 30 hours per week working 10.30am – 5pm working alternative weekends
* Shifts include weekends and Bank Holidays on a rota. Additional hours may be available. The post comes with 38 days [including bank holidays] annual leave entitlement. pro rata for part time employees.
* In accordance with the guidelines on Health and Safety, to accept responsibility for working within these guidelines and reporting any concerns to the Manager.
* Out of hours – There is an on-call manager available to contact at all times.
* To undertake such other duties appropriate to the grade of the post and the needs of the service such as, cleaning of the office and washing of bed linen used for sleep ins. This post always requires the holder to have a clear Enhanced DBS Changes to personal circumstances which may affect this must be notified to your line manager immediately.
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| **REHABILITATION OF OFFENDERS ACT** |
| **Connection Support is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment”.**This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are therefore not entitled to withhold information about convictions, which for other purposes are ‘spent’ under the provision of the Act.We are committed to carefully screening all applicants who will work with young people and adults with support needs. Employment checks and references will be undertaken on all prospective applicants, as well as a Disclosure & Barring Service check. |
| **SAFEGUARDING STATEMENTS** |
| **Employee**Carry out all duties with an awareness and understanding of the Safeguarding requirements within the area of responsibility. Work complies with all safeguarding policies and procedures that apply to the role. Behaviours and actions support the safeguarding of children, young people or adults with care and support needs as appropriate.**Manager**Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored, and maintained within the area of responsibility. Manage and update the standards as appropriate to the role. Safeguarding standards are monitored and maintained in compliance with organisational policy. Appropriate safeguarding training is provided, and standards are reviewed and updated as required.**Senior Managers**Ensure organisational safeguarding strategies reflect statutory requirements and best practice. Ensure these are understood and implemented within the area of responsibility. There is a proactive and positive Safeguarding Culture. The organisation meets its statutory Safeguarding requirements. Strategic risks are effectively managed. |

