

ROLE **PROFILE**

JOB TITLE: Preventative Support Worker – Homes for Ukraine (FTC)

REPORTING TO: Prevention Support Manager

TEAM: Housing Management Contract (forfutures)

JOB OVERVIEW

To provide immediate and effective support to guests who are arriving into west Cheshire through the Homes for Ukraine sponsorship scheme.

To support customers to achieve positive outcomes through regular support planning and review sessions, and to help them reach their individual outcomes with either longer term resettlement or returning home.

To work collaboratively with partners including statutory services and the voluntary sector to ensure customers receive the best service.

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

Service delivery – Homes for Ukraine

- To provide practical advice and support to the customer in their sponsored placement including offering assistance in dealing with practical matters eg. Accessing health services; setting up bank account, obtaining relevant documentation;
- Support the customer to claim appropriate benefits including Housing Benefit, child benefit, tax credits etc. identification documents;
- Facilitate regular consultation and action to enable customers to make decisions concerning their longer term options with a view to independent living or returning home;
- Develop a relationship with Homes for Ukraine sponsors to strengthen the support service offered to individuals;
- Address issues of social isolation and exclusion, facilitating customers involvement in the community through information and encouragement;
- To support customers in taking part in, and/or setting up, local groups or networks, including providing social opportunities to meet with other Ukrainian families, which are relevant to meeting their support needs, and to be responsive to different ways of delivering support (e.g., in groups), as identified by the customers.
- On occasion and by exception, arrange to meet and welcome the guest at the designated airport.

Service delivery:

- Utilise interpreter and translation services as appropriate;
- Maintain and manage a caseload of customers with varied needs, producing person centred support plans to achieve positive outcomes through a range of interventions, including 1-1 support / home visits, crisis work, telephone support, community appointments, and drop-in sessions;
- Provide information, advice and support on welfare rights, money management, health, education, language learning, employment and volunteering opportunities;
- Facilitate access to employment opportunities, working collaboratively with CW&C, DWP and employers in the region;
- Support customers to help them learn, adapt or improve, their practical life skills (e.g., budgeting, paying bills), as needed to be fully independent and integrate successfully with their local community;
- When the customer wishes to move on or if the placement is at risk of breaking down, liaise with Housing Options to explore moving on to living independently.

- Help to build customer's confidence, personal worth, motivation, emotional well-being and a positive work ethic;
- Accompanying customers to interviews and appointments whilst encouraging customers to represent themselves, advocating where appropriate;
- To work with customers to identify support needs which can be met by other agencies, to make referrals to specialist agencies, and develop appropriate casework links with such agencies in relation to customer's plans;
- To attend multi agency meetings as appropriate, representing the forfutures service in relation to a customer's situation;
- Ensuring the Mainstay system is used to it's full potential and kept updated in line with data protection. To ensure any paperwork required is completed accurately;
- To undertake needs and risk assessments and create risk management and support plans with the customer, ensuring the quality of plans, with an emphasis on achieving positive outcomes;
- Work with colleagues to encourage and facilitate customer involvement, ensuring that the customer voice influences service delivery and standards;
- To have a thorough understanding and work within the safeguarding protocols.

Service Excellence

- To fully participate in systems of quality assurance, performance indicators and outcomes.
- To positively promote and market the Service where appropriate.

Partnerships:

- Pro-actively and collaboratively work with partners, agencies, housing providers, Local Authorities, community groups and charities ensuring positive working relationships;
- Engage with local communities to build a strong network to identify, engage and support customers with a focus on outcomes.

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.

- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • NVQ Level 2/3 in Social Care or equivalent • Thorough knowledge and awareness of Safeguarding • Driving licence and access to a vehicle • Be able to speak, read and write Ukrainian or Russian - Desirable 	AF/QC AF/QC/I AF/QC AF/QC AF/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience of working with vulnerable adults • Experience of working in the community and lone working • An understanding of the support needs and the issues facing customers displaced through conflict • Have an awareness of the Homes for Ukraine sponsorship scheme 	AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> • Excellent communication • Organised • Ability to develop and maintain positive relationships • Solution focussed • Team player 	AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> • Flexible • Resilient • Innovative • Empathetic 	AF/I AF/I AF/I AF/I

YOU'RE THE **DIFFERENCE**

In partnership with

