

**Manchester City Council
Role Profile**

**Accommodation Support Worker, Grade 5
Directorate for Neighborhoods
Reports to: Homelessness Lead Officer / Team Leader
Job Family: People Care and Support Direct**

Key Role Descriptors:

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users' needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

Key Role Accountabilities:

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Timely intervention to engage with people at the onset of rough sleeping behaviours affords the very best chance to get them off the street, link them into the support services they require, reconnect them with home, mediate on their behalf and move them on effectively.

Accommodation Support Workers provide a dedicated therapeutic support service. People who are new to rough sleeping will be referred and accommodated in a safe, welcoming and friendly environment where they will receive an intensive support offer to enable rapid move on. The average duration of their short stay will be 8 weeks, although some people will need a much shorter duration in the accommodation.

The Accommodation Support Worker must have an awareness and understanding of rough sleeping and the implications for the individual and the City in this regard.

Homeless people will present with complex issues and may be vulnerable. Therefore, the role can be challenging and demanding as they work will include issues relation to drugs, alcohol, mental and physical health problems.

The role holder will need to work closely with partners and agencies to ensure the best positive outcomes tailored to the individual needs of a citizen and client group.

There is a need to be persistent and resilient in their approach and flexible as achieving a resolution could involve a variety of solutions tailored to the individual to achieve the best possible outcome.

Applications from people with lived experience of homelessness for this role are positively encouraged.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communications skills** - Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues.
- **Planning and Organising** - Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **ICT Skills**- Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Administrative Skills**- Ability to use and accurately maintain effective administration systems in a rapidly changing environment.
- **Problem Solving and Decision Making** - Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

Technical requirements (Role Specific)

- Must consent to and apply for an enhanced DBS disclosure check.
- This role is required to work a shift pattern that includes evening and weekend work/night, including bank holidays work in line with the needs of the service.