

**Manchester City Council  
Role Profile**

**Support Worker, Grade 5  
Homelessness Service, Children and Families Directorate  
Reports to: Team Leader**

**Job Family: People Care & 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 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.**

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:**

The role holder will establish and maintain professional relationships with customers, building mutual trust, respect and understanding to ensure effective work can be undertaken with families and individuals who are, or may be at risk of becoming, homeless and who may have, or be at risk of developing, multiple needs. This work will mostly be undertaken in the customer's accommodation **as well as in various venues local to the household being supported.**

Establish and maintain a rapport with customers and challenge the existing patterns of behaviour which may undermine positive outcomes.

Identify, plan and deliver interventions jointly identified with the customer and household members with a focus on skills development and behavioural change, in order to support all household members to make positive long-term changes to their lives.

If the role is within the Allocations team, the role holder will need to ensure emergency accommodation is safe and suitable by conducting checks on a regular basis.



## Support Worker – 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

### Generic Skills

- **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Planning and Organising Skills:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Problem Solving and Decision Making Skills:** 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. Ability to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgment in escalating issue where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Administrative Skills:** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **IT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

### Technical requirements (Role Specific)

- Must consent to and apply for an enhanced DBS disclosure check.
- Must consent to and apply for a BPSS check.