



## ROLE PROFILE

**Job Title:** Accommodation Support Worker (Community Justice) **Department:** Community Justice

**Job Holder:** **Date:** April 2021

### 1 MAIN PURPOSE OF THE ROLE

The post holder will work across a range of settings to support a caseload of service users, providing information, advice and guidance to be able to access and maintain accommodation.

### 2 SCOPE OF ROLE (Key Accountabilities)

- Provide person centred support to service users in prison and the community;
- Support service users in a variety of areas, to encourage and empower them to engage in activity which will improve their life opportunities;
- Provide a professional and excellent standard of service achieving quality and customer satisfaction objectives;
- Build positive relationships and communicate effectively with internal and external partners to maximise the impact of support;
- Contribute as part of the team and support colleagues to achieve strategic business unit goals;

The post holder will:

- Manage a caseload of service users ensuring individuals receive regular independent information, advice and guidance through reviews and service user action planning;
- Use pre-prepared tools and resources to identify participant aspirations and support needs;
- Draw on internal resources to access good quality accommodation and wrap-around services;
- Deliver 1-1 and group work interventions to aid the personal development of individuals;
- Support service users on an outreach basis with basic life-skill tasks;
- Create a safe and trusting environment to successfully facilitate the coaching relationship;
- Maintain all associated administrative paperwork and electronic records relating to the contract;
- Achieve contractual targets and goals;
- Positively represent the Wise Group at relevant meetings, conferences and seminars;
- Support the growth of the business unit in line with the strategic plan, including supporting the submission of tenders and funding applications by providing operational assistance and specialist expertise and insight;
- Plan and organise tasks ensuring activities complement business plans and contractual requirements;
- Prepare documents, presentations and other materials using established formats;
- Analyse, present and draw conclusions from straightforward data identifying trends and patterns;
- Actively seek to improve knowledge, skills and understanding.

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### **3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL**

- An understanding of the current local accommodation provisions and associated services;
- Personal experience or knowledge of the challenges faced by those who have dealt with offending, addiction, and homelessness;
- Experience of delivering 1-1 and group activities;
- Experience working in a coaching environment is desired;
- Ability to find innovative ways to work with service users to identify and find informed solutions to the challenges faced by them;
- Excellent verbal and written communication skills to ensure effective reporting and customer service;
- Experience of case management and enthusiasm and passion for the role;
- Effective interpersonal and relationship building skills;
- Effective in the use of technology, relevant systems and key software packages ;
- Analytical and problem solving capability;
- Ability to plan or schedule work over days and weeks and respond to changing pressures or requirements;
- Demonstrate personal resilience and be able to deal with difficult situations;
- Demonstrate compassion with customers without judgement.

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### **4 ADDITIONAL REQUIREMENTS**

- Applicants will be required to demonstrate that they are currently stable in relation to housing arrangements, addictions and offending activity;
- A full driving licence is essential and the use of a car would be advantageous due to extensive travelling covering a large geographical area;
- Subject to an Enhanced Disclosure check, although it is expected that some applicants will have a previous criminal record;
- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, customers and colleagues;
- Role model for Equality, Diversity and Inclusiveness;
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework;
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication.