

NOVAS JOB DESCRIPTION

Support Worker

The main objective of the role is act in a professional, compassionate and trauma informed manner at all times, and to work alongside colleagues to ensure the safe and efficient running of the service in accordance with the policies and procedures of Novas. There may be specific duties appropriate to a particular project - you will be advised of these in writing and at interview stage.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.

Reporting to: Manager/Quality Manager

Duties - The role will include the following non-exhaustive key duties:

Client Centred Care and Support

To treat all clients with dignity and respect, and to respect and promote their rights and diversity

To support clients and contribute to daily service provision for people experiencing homelessness (with complex needs)

To support the staff team in establishing and maintaining a welcoming, safe, non-judgemental and trauma-informed environment where the voices of those using Novas services are heard and supported

To deal with challenging situations in a sensitive and professional manner, in line with the organisations policies and procedures and ethos on trauma-informed practice

To carry out all record-keeping, such as client logs and case notes, and financial procedures, such as handling petty cash, in accordance with the policies and procedures of Novas

Effective Care and Support

To ensure the operations of the project run smoothly and in accordance with the policies and procedures of Novas

To assist clients with health, hygiene, safety and general welfare, including assistance with personal hygiene where required

To support ten-workers and project-workers by engaging clients to local supports such as medical, welfare, training, education and employment services, and to advocate for clients with these services as required

To engage with clients as part of the life skills program, involving but not limited to: supporting the development of skills e.g. cooking, cleaning, managing finances, personal care, accessing services in the community, getting around in the community, attending appointments, regular social interactions, emotional co-regulation and coping skills

Safe Care and Support

To work in line with Novas' Health and Safety policies and procedures and all statutory requirements to consistently provide the safety and wellbeing of all service users, staff and the wider community. This