

Post Title: Support Assistant

Responsible to: Projects Manager

Principal Duties: Working consistently as part of the project staff team, engaging with, building trusting and respectful relationships with, and providing support to women living in trauma informed accommodation. All support must be in line with support plans, and / or as requested by the key-working Support Worker or Project Manager. Excellent communication with the whole staff team will be required. Role requirements include ensuring the safety and highest quality maintenance and cleanliness of the project, recording and reporting all work & incidents in accordance with Llamau's procedures. This role requires overnight lone working, as such following procedures, taking initiative and self-motivation is essential.

Principles & Values

- Engage with women at every opportunity, in order to build trusting and respectful relationships with them. Get to know the individual, their strengths and challenges, and how the whole team can support them most effectively.
- Provide support flexibly to ensure maximum chance of each woman engaging in the support available. E.g. offer to support them when they are at the project and interacting with you, rather than expecting them to stick rigidly to an appointment time.

Main Duties

Service Delivery / Support for Service Users

- Assist the Support Worker in the delivery of trauma informed support for women, and complete tasks from the Support Plan.
- Engage with, and support women in working towards and achieving goals identified in their support plans or sessions. Work in partnership and liaise with the Support Worker to ensure completion of all tasks identified in support plans, providing a consistent 'whole team' approach for this.
- Ensure support given is promoting independence at all times i.e. encouraging women to do things with your support, rather than doing things for them, such as making contact with agencies, financial responsibility, and reporting repairs for their own room / flat.
- Record and handover, accurately, the content of discussions with women and events at the project, to the rest of the team, the Support Worker as necessary and in line with Llamau's confidentiality procedure.
- Enable women who are in conflict with each other to resolve their differences through facilitated discussion.

- Act in accordance with procedures, Risk Assessments and Safety Plans, when dealing with all women, particularly whilst dealing with potentially violent, aggressive, or risky situations. Update Risk Assessments following any incidents.
- Monitor and respond promptly and appropriately to safeguarding issues in accordance with Procedures e.g. knowing when to request Police Welfare checks, contacting On Call for support with safeguarding concerns, and Police for immediate and significant concerns.
- Provide support for all women around meaningful use of time, whether this is volunteering / L4L / Training / education / activities etc.
- Plan, promote and provide opportunities for participation within the project and the organisation. Activities can be planned in advance, or provided when a group of women or children are available.
- Ensure women are supported not to breach House Rules and licence agreements. Reminding them of the risks, and potential consequences of actions that affect these.
- Liaison and professional communication with external agencies, and within Llamau, as required. Ensuring good communication around this with the Support Worker, and clear recording of conversations and actions required.

Housing Management

- Monitor safety and security systems (incl. CCTV) in line with Llamau policies.
- Update all relevant records to keep an accurate and meaningful log of events, in order that the rest of the team are able to understand what has happened when, and continue with tasks.
- Report, record and monitor all maintenance & routine checks in accordance with the policies and procedures of Llamau and the landlord.
- Complete cleaning of communal areas and the cleaning of units when they become vacant, and wherever this is a support need for a woman, to ensure a high standard is maintained.
- Complete basic maintenance tasks around the project as required, e.g. decoration of flats / rooms, removal of weeds from gardens.
- Ensure rubbish is separated into recyclable etc. in line with Local Authority requirements, working with women to support this, and that this is put out regularly for collection on the right day.
- Identify when it may be necessary to call the Police / other Emergency services, and maintain professional relationships with them should they need to attend an incident.
- Identify when an incident may have disturbed the neighbours, call on them as necessary and record details clearly for other staff to respond when needed.
- Undertake and record routine maintenance and health and safety checks in accordance with Llamau procedures.

Working As Part Of A Team

- Provide clear handover to other staff within the team at changes of shift, ensuring ALL relevant information is handed over, along with requests for actions needed.
- Work flexibly to meet the needs of women, and to support project cover arrangements
- Attend & participate in regular x-over meetings, and full team meetings with other staff
- Attend & participate in regular supervision and support, reflective practice sessions and annual appraisals. Undertake training as identified or requested.
- Complete monitoring information as required, accurately and promptly, ensuring that deadlines are met.
- Participate in regular review of project outcomes, ensuring the project is constantly improving.
- Take responsibility for personal development by actively engaging in events, training, meetings etc that seek to develop or promote the ethos of Llamau.
- Use the On Call system appropriately to ensure the safety of all persons and the project, and to ensure professional practise at all times.

General Duties

- To positively promote and represent the interests of Llamau to those being supported, partners, neighbours and the local community, and to always conduct yourself in line with the Code of Conduct.
- Comply with all Llamau's policies and procedures including the Support Methodology, Key working and Support Procedure, Confidentiality, GDPR & all the Operational Policies for the Project/s in which you are working.
- To familiarise yourself with all Health and Safety guidelines provided and help ensure that Health and Safety at Work Regulations are adhered to, and Housing Management tasks completed.
- Access to own vehicle as the position requires travelling across sites, working across multiple locations and occasionally assisting women with appointments.
- Any other duties as reasonably requested.

ESSENTIAL	
KNOWLEDGE	<p>Understanding of the needs women who have experienced ongoing trauma, have high and complex support needs, and how to engage them in support.</p> <p>Understanding the impact of trauma on women's behaviours and coping mechanisms.</p>
SKILLS	<p>Ability to engage with women when they have a complex range of support needs. Ability to build trusting and respectful relationships with women.</p> <p>Ability to work constructively as part of a team and collaboratively throughout the organisation.</p> <p>Good standard of communication skills both written and oral.</p>
PERSONAL QUALITIES	<p>To work on own initiative and under pressure.</p> <p>To communicate appropriately and in a non-judgemental way with women.</p> <p>To engage women who struggle to build trusting relationships, using innovative, strengths based techniques.</p> <p>To organise and prioritise work, and meet deadlines.</p> <p>Professional approach, including clear professional boundaries.</p> <p>Ability to work flexibility to meet the needs of women.</p>
OTHER	<p>Understanding of and commitment to:</p> <ul style="list-style-type: none"> • The principles of Equality & Diversity, and anti-discriminatory practise • The principles of Confidentiality / GDPR • The principles & policies relating to safeguarding of children and adults □ Working within the ethos of Llamau and its policies and procedures. • Working within Health & Safety at Work regulation • Full UK clean driver's license <p>Ability to use case management systems.</p>
DESIRABLE	
QUALIFICATIONS	Educated to GCSE Level, or equivalent.
EXPERIENCE	<p>Experience of working with people in a supported or similar environment.</p> <p>Experience of successfully liaising with a variety of agencies. For this post it will include Police, Solicitors, Social Services, Mental Health professionals, substance misuse services, Offender services, Housing Associations, Benefits Agencies etc.</p> <p>Experience of completing Housing Management tasks.</p>
KNOWLEDGE	Knowledge of the management of situations that may lead to violence or aggression and how to diffuse these.
SKILLS	Computer skills, including use of MS Word, Teams, Outlook and Case Management systems