



## **JOB DESCRIPTION**

**ROLE: SUPPORT WORKER**  
**REPORTING TO: PROJECT MANAGER**

---

### **The Shelter Trust**

The Shelter Trust is the largest provider of services for homeless people in Jersey. The Trust is a charity offering accommodation, support and a way forward for homeless people. At present, we offer accommodation and services across 4 sites in St Helier and St Saviour for clients aged 16 upwards. In addition, the Trust also provides an Outreach Service offering food, hot drinks and support for 'rough sleepers'. The Outreach Service is provided in partnership with Jersey Homeless Outreach Group (JHOG). At the other end of the spectrum of homelessness, we provide an aftercare and resettlement service for individuals recently housed outside of Trust premises. The Trust provides a Drunk & Incapable Unit (D&I Unit) which is an alternative to police custody. The D&I Unit is a service provided by the Trust in partnership with the States of Jersey Police. The D&I Unit is inspected and reported on each year by the Jersey Probation & Aftercare Service.

### **Primary Job Purpose**

The role of Support Worker is interesting and varied, which can also be challenging and demanding. The post-holder will provide a range of care and support for the Trust's clients. Support Workers need to be able to respond to the diverse and changing needs and circumstances of the Trust's clients.

### **General Overview**

- You should enjoy working with people and be able to build relationships with clients of the Trust that are supportive and non-judgmental
- Ideally you will have previous experience in a similar environment/role
- A positive attitude and good verbal and written communication skills are essential
- You should be able to remain calm and confident to deal objectively with people in sometimes very challenging circumstances
- The role will involve physical duties, including cooking, cleaning; the collection and storage of donations
- A working knowledge of Microsoft Outlook, Word and Excel is required to ensure handover notes are completed at the end of each shift
- A current full driving licence is desirable but not essential
- You will be required to attend internal and external training applicable to the role

### **Key-working support and advocacy**

- Take responsibility for the support of individual clients by offering key-work support
- Work with clients to assess and agree their needs and wishes by drawing up agreed support and action plans. Working with clients to implement the outcomes; assessing, evaluating and updating such plans with clients
- Liaise with external agencies (such as the Department of Social Security, Drug and Alcohol Service, GPs, Psychiatric Services and other voluntary agencies) to support the Trust's clients. This may involve acting as an advocate for a client with other agencies
- Act as an advocate for the rights of individual clients, representing their needs in relation to housing, welfare, Social Security, employment, education and training.

### **General**

- Be aware of and comply with the Trust's policies, procedures and best practice in relation to working practices, including the Trust's policy on confidentiality in relation to handling information about clients
- Be aware of and respect the Trust's commitment to equality of opportunity in relation to access to services and respect for diversity

### **Administration**

- Keep accurate written and electronic records of such information as is agreed and appropriate at any time
- Attend and contribute to staff meetings
- Maintain a good working knowledge of Microsoft Outlook, Word and Excel
- Complete written and verbal handovers to appropriate staff whilst on duty
- Answer telephone or other enquiries and deal with the public and visitors in a professional and courteous manner
- Receive with thanks and record donations/deliveries received as per site guidelines
- Arrange for or undertake (if licensed to drive) the collection of donations of food and supplies

### **Practical Support**

- Assist in the provision of meals and/or supervise and join clients involved in meal preparation ensuring that appropriate hygiene and safety standards are adhered to
- Support colleagues and clients to ensure the kitchen, food preparation and serving areas are kept clean, safe and where food/drinks are made available, items are fresh for consumption
- Assist with housekeeping duties, including cleaning to ensure hygiene and safety standards are maintained to a high level
- Provide assistance and supervise clients involved in general housekeeping duties, including cleaning, laundry, light maintenance, furniture replacement etc.
- Clear and prepare rooms for new occupancy

- Assist the limited number of people who may have difficulties maintaining their personal hygiene and/or personal presentation. Duties might include supervising bathing, hair cutting, clothing issues, managing incontinence
- Cater for the expressed needs of rough sleepers presenting to the Trust by issuing blankets, providing food, offering shower facilities, issuing clothing, arranging medical and other agency appointments etc.
- Provide recovery care for drunk and incapable individuals referred by the States of Jersey Police and other agencies
- Assist individuals in dealing with the effects of intoxication
- Assist with alcohol and substance detoxification as directed and supervised by the Alcohol and Drugs Service or GPs

### **Health and Safety**

- Ensure the safe and proper use of all services and facilities within which you work
- Ensure the safety of the site, including the safe custody of keys, monies, medication, client files and equipment
- Be aware of and comply with the provisions of the Health and Safety at Work (Jersey) Law 1989
- Be aware of and comply with fire safety procedures and regulations applicable to each Trust site
- Report any unsafe equipment, practice or procedure to management as soon as you become aware of it
- Report housekeeping, maintenance and catering deficiencies to management where these deficiencies cannot be rectified at the time identified
- Monitor clients and visitors entering Trust premises with regard to the safety of others within the facility, with particular regard to their state of intoxication and their potential to cause disruption or violence
- Supervise communal areas to ensure the safety of clients, colleagues and visitors
- With staff witnesses present, search individuals, belongings or areas in line with management guidance, to establish that there are no prohibited items such as intoxicating substances or offensive weapons on the premises
- Ensure the safe storage of client medication and recording of all medication received, given out or disposed of