

JOB DESCRIPTION

Job Title	Positive Behaviour Support Worker
Responsible to	Housing Manager
Responsible for	N/A
Hours	Full-time, 35 hours per week - Day shifts, occasional night shifts as per rota
Pay	£30,090,11 per annum (rising to £30,992.81 after a successful completion of probation)
Service	Operations
Location	Croydon / South-East London

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity (registration number 1116196) in South-East London. We provide a service to people living with mental health and behaviours that challenge. QVT currently provides homes to approximately two hundred people in South-East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

2. Job Purpose

To provide high-quality support to our clients, we focus on understanding the reasons behind their behaviour, life history, and both physical and emotional needs. Our aim is to help them recover, move on, and rebuild their lives.

As a Positive Behaviour Support Worker, you will be responsible for managing and key working a caseload of adults with various mental health challenges and needs. These may include anxiety, depression and bi-polar disorder and other diagnoses, as well as issues such as substance misuse and difficulties in trusting support services. One of the challenges in this role will be to encourage clients to engage with the recovery process. You will collaborate with your clients to develop individual support and needs plans and establish SMART goals to maximise their potential for recovery.

In this role, you will greet new clients, assess their risks, and facilitate an induction process to welcome them into our services. You will also provide advice on welfare and benefits, so a strong understanding of universal credit, housing and homelessness legislation is beneficial. A crucial aspect of this position involves assisting clients in their transition and successful reintegration into society - our mission statement is to 'promote recovery, maximise independence and build community'.

3. Main Responsibilities

- To provide an effective, efficient, responsive and client-focused service for an allocated number of clients
- To build good and effective working relationships with all clients and be responsive and interactive to their personal goals and support needs, cooperating with the Client Development Officers and Volunteers
- To arrange and attend client house meetings and staff team meetings. To attend relevant statutory and mandatory training as well as other specialist training which might be required for the role.

- To work within a team to ensure all clients have clear, tangible and measurable goals that support wellbeing and maximise independence
- To be able to lone work
- To be responsible for completing and updating records on 'Inform' (QVT's client management database) and ensure that all your client records are kept up to date
- Prepare reports on client issues as required
- To manage incidents, accidents and challenging behaviours while maintaining a professional approach and employing effective de-escalation techniques
- To ensure that the properties are well-maintained and safe in accordance with Health and Safety legislation
- Conduct regular room and property checks to identify any issues and report them to management promptly
- Take necessary actions to ensure that cleaning is performed, creating a homely and welcoming environment.
- To perform property checks, conduct room inspections and carry out health and safety assessments, taking immediate action as needed. This includes assisting clients with their moving process, both in and out of the property.
- Collaborate with clients and other staff members to ensure that all properties are maintained in a clean and tidy condition. This may involve some light cleaning duties such as helping clients pack and unpack during their move, cleaning individual rooms communal areas, and preparing vacant rooms for new occupants.
- To support and encourage clients in completing housekeeping and maintenance tasks as needed to ensure a clean and safe living environment.
- To assist clients with daily living activities, providing practical help in areas where skills are still developing, to ensure a high quality of accommodation.
- To report all maintenance issues and ensure they are addressed promptly to uphold health and safety standards fostering a homely environment for all clients
- To document and report any breaches of policies or procedures as well as instances of poor performance, to the Housing Manager
- Collaborate with the Housing Manager to ensure that safeguarding practices are followed and documented in accordance with the QVT policy
- Provide support/cover to colleagues across all QVT schemes when necessary
- Communicate with external agencies and healthcare professionals and attend meetings as required
- Travel between QVT schemes as needed
- Perform additional tasks as reasonably requested by a manager
- Adhere to the QVT company values: Dignity, Excellence, Respect, Integrity, Kindness

This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

Please note: This role does not qualify for sponsorship.

PERSON SPECIFICATION

Job Title	Positive Behavioural Support Worker
Department	Operations

Education, Qualifications and Training	Essential or Desirable
Numerate and Literate to GCSE or equivalent in English and Maths	E
Experience	
Experience working in a social housing environment	D
Experience working in the mental health sector or other supportive environments	E
Computer literate, familiarity with Microsoft packages, and experience using a client management database	E
Skills/Abilities	
An understanding of: Mental health conditions and the effects Learning Disabilities Homelessness Substance misuse and addiction	E
Awareness of current housing issues and tenancy sustainment	D
Demonstrable customer service experience	E
Knowledge of welfare benefits related to housing	D
Good, clear, verbal and written communication skills	E
Able to relate to clients	E
Ability to work under pressure and to deadlines	E
Able to demonstrate a conscientious and dedicated attitude	E
Ability to work on own initiative and a commitment to team working	E
Awareness of issues faced by people with mental health issues	E
Flexible and adaptable	E
Patience, empathy and being able to relate to people of all ages and backgrounds	E
Resilience and ability to respond professionally to crisis and relapses	E
An understanding of the issues of housing, estate management, health and safety and how these impact on the well-being of clients and the responsibilities of landlords	E
Other relevant criteria	
Willingness to undertake further training	E
Be prepared to work unsociable hours in accordance with 24/7 shift rota if required	E
Enhanced DBS check required/funded by the company prior to starting the position.	E
Driver with own vehicle	D

Our commitment to diversity: We are committed to tackling systemic inequalities by being proactive in creating opportunities for people from under-represented groups. With this in mind, we welcome applications from all ethnic backgrounds, religions, gender identifications and sexual orientations, and from anyone who considers themselves to have a disability.