

ROLE PROFILE

JOB TITLE	Relief Worker
SERVICE PROVISION	Accommodation Based Support
Hourly Rate	£13.38
DATE OF ISSUE	August 2026

Area of Work:

This Project is commissioned by Southampton City Council as part of the homeless pathway. The Project will provide varying levels of support to service users with a previous history of homelessness and enabling them to make positive changes leading to increased independence.

Key Responsibilities:

To develop positive, trusting relationships with clients through a key working approach that helps them to:

- Identify and achieve goals and outcomes through person-centred support planning;
- To work in and trauma informed way;
- Increase their confidence and improve self-esteem;
- Improve and acquire essential life skills that support successful and fulfilling independent living;
- Access meaningful occupation opportunities;
- Improve their social networks;
- Engage effectively with the healthy lifestyle agenda.

Specific Duties:

Key working and Support	
1.	Develop and implement effective support plans to assist clients to identify their own needs and goals and how they will meet them.
2.	Seek to develop a relationship of trust with clients in order that they may develop a sense of identity, and help them gain confidence to achieve their goals using personal action plans.
3.	Promote the concept of recovery and independence to clients by emphasising the importance of healthy lifestyles and encouraging clients to accept greater

	responsibility for their own health through positive discussion about exercise, diet and lifestyle choices.
4.	Liaise closely with statutory and voluntary agencies regarding client's' welfare, mental and physical health needs, benefits, future housing needs, etc.
5.	Assist clients to participate in activities within the Service and the local community, accompanying them when appropriate to ensure that they are able to participate;
6.	Assist clients to identify and access appropriate meaningful occupation opportunities including volunteering, training, employment and leisure activities.
7.	Assist clients to develop essential life skills that help sustain independence, including budgeting, effective communication, cooking, dealing with administrative processes and any other life skill relevant to the individual.
8.	Assist clients who are ready to move on from the Service to identify and access appropriate move-on options.
9.	Ensure that standards of hygiene and cleanliness in the accommodation are maintained by encouraging and motivating clients to take responsibility for their personal space and the communal areas.
10.	Conducting regular house meetings with clients to encourage them to resolve disputes amicably through responsible discussion and to consult with clients on the implementation, development and progress of the Service.
11.	Adhere to the requirements set out in the Society's Rules of Conduct in relation to maintaining professional boundaries in order to build good working relationships with clients.

Accommodation and Housing Management	
1.	Housing Management duties to book in new clients ensuring that each understands the terms and conditions of the Licence Agreement and that they are aware of their rights and responsibilities as residents.
2.	Ensure that clients understand their obligations with respect to paying accommodation charges.
3.	Liaise with Jobcentre Plus and Housing Benefit office regarding the payment of welfare benefits and rent payments.
4.	Housing Management duties to ensure that appropriate action is taken against individuals whose behaviour is antisocial, as set out in the Society's Anti-Social Behaviour Policy and Procedures.
5.	Reporting any repair and maintenance issues promptly and correctly.
6.	Carry out weekly health and safety checks, such as fire alarm testing, as required by the Health and Safety Management System.
7.	Participate in health and safety checks at each property as required.
8.	With the Society's Maintenance Officer, supervise contractors and ensure that any work carried out meets the required standards and agreed schedule.
9.	Ensure that all of the accommodation complies with all relevant legislation.

Finance and Administration

1. Account for and record all incoming monies, including rents, in accordance with the Society's accounting practice.
2. Monitor arrears and discrepancies in rent payments and assist Housing Management in any remedial action in accordance with the Arrears Policy and through liaison with statutory agencies as appropriate.
3. Enter all relevant client information onto In-Form, G-Drive and any other electronic record keeping systems. Update regularly so that all information about individual clients is accurate and as up to date as possible, so that the support provided to each client remains appropriate and relevant.
4. Follow the correct procedures for recording and reporting all accidents and incidents in the accommodation.
5. Collect and complete, when required, monitoring information and other reports and statistics as necessary.

Other Duties and Responsibilities

1. Attend regular supervision meetings and other meetings as directed with the Project Leader.
2. Attend training courses as directed by the Team Leader.
3. Work closely with other team members to ensure that the annual organisational and local team targets are met.
4. Liaise with representatives from the local community to ensure that good relationships are maintained in the neighbourhood.
5. Undertake occasional out of hours work in order to effectively meet the needs of clients, particularly in relation to managing risks and changing needs of clients.
6. Produce reports and statistics as and when required for operational committees within the Society.
7. To attend other events within the Society, such as the Staff Conference, as directed.
8. To undertake any other duties that reasonably fall within the scope of the post, as and when required, to ensure the smooth running of the Service and to achieve the aims and objectives of the Service.

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Experience of working with vulnerable people with mental health and/or substance misuse issues or similar support needs	FORM
Experience of liaising with statutory and voluntary organisations in relation to the support of vulnerable people	FORM INTERVIEW
Experience of multi-agency working in a supported housing environment	FORM
Good understanding of the different approaches in both the provision of support and treatment to people with mental illness	INTERVIEW
Experience of dealing with difficult and challenging behaviour	FORM INTERVIEW
Experience of working with people with substance misuse issues	FORM INTERVIEW
Knowledge of the Welfare Benefits System.	FORM INTERVIEW
Knowledge of motivational techniques	INTERVIEW
Experience of developing and monitoring person-centred support plans	FORM INTERVIEW
Knowledge of other local organisations providing support and interventions to vulnerable people	INTERVIEW
Good understanding of equality and diversity, with respect to staff and clients	FORM INTERVIEW
Good understanding of health and safety issues relating to working in a supported housing environment	INTERVIEW
Knowledge of safeguarding and protection procedures and protocols for vulnerable adults	INTERVIEW
Ability to listen, consult and communicate effectively with clients	FORM INTERVIEW

Ability to motivate clients and encourage them to seek meaningful occupation and to live more independently	INTERVIEW
Literacy skills sufficient to write detailed and comprehensive support plans and reports	FORM INTERVIEW
Good time management skills and the ability to work alone and as part of a team	INTERVIEW
Ability to liaise effectively with both external agencies and with the Society's other services	INTERVIEW
Ability to deal with difficult and challenging behaviour calmly and effectively	INTERVIEW
Ability to carry out risk assessments, develop risk management plans and actively manage risks presented by clients	FORM
Proficient IT skills and confidence with using a range of ICT equipment	FORM TEST

Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Competencies – Project Worker:

1. Good time management skills and the ability to work alone and as part of a team.
2. Confidence and ability in using IT systems, email and the world-wide Web.
3. Compassionate approach to dealing with individuals with complex needs and challenging behaviour.
4. Able to maintain professional boundaries at all times and demonstrate self-awareness at all levels.
5. Able to use own initiative to respond to emergencies and other unexpected situations.
6. Able to communicate in all ways effectively with clients and colleagues.