MTVH ROLE PROFILE

Date: 08/10/2026

Role Title (External)	**Support Worker – Women's Complex Needs service**	Directorate	**Customer Service**	Location	**London**
Reports To	**Service Manager**	Function / Team	**MVTH Support**	Geographical Spread	**London**
Direct Reports	**No**	Budget Sign-Off Approval Level	**Has no direct of quantifiable impact on budgets**	Suitable for Agile Working Options	**Yes ☐ No ☒**
DBS Check Required	**Yes ☒ No ☐** **If yes for DBS check, which level is needed? Enhanced**			Driving Licence Insurance check required	**Yes ☐ No ☒** **Yes ☐ No ☒**

This role involves regular, and at times unsupervised, contact with adults receiving housing-related support. To meet our commitment to safe, high-quality services, we will carry out an Enhanced check with the Disclosure and Barring Service once an offer of employment is made, and a new check every three years

Overall Responsibility

To provide high-quality housing-related support to women with complex needs and multiple disadvantage, promoting independence, wellbeing, safety and social inclusion through a person-centred, strengths-based, trauma-informed and psychologically informed approach.

To support customers to achieve their individual goals and aspirations, maintain their accommodation, develop independent living skills and move towards greater independence whilst ensuring services are delivered in a safe, supportive and empowering environment.

Key Responsibilities and Outcomes

- Provide person-centred support to customers in line with their Support Plans and Risk Assessments.
- Support customers to identify, work towards and achieve agreed outcomes that promote independence, wellbeing and tenancy sustainment.
- Build positive, professional and trusting relationships with customers, recognising the impact of trauma, homelessness, substance misuse, mental health needs, offending behaviour, sexual exploitation and social exclusion.

• Act as Key Worker for allocated customers, developing an understanding of their strengths, support needs, aspirations and outcomes. • Empower customers to maintain and establish positive relationships in the wider community. • Work with customers to co-produce, implement and review Support Plans that reflect their individual goals and changing needs. • Empower customers to make informed choices, build confidence and maximise their independence. • Provide practical support to customers for essential daily living tasks. including budgeting, cooking, maintaining accommodation, accessing services and managing appointments. • Support customers to access appropriate health, mental health, substance misuse, housing, welfare, education, training and employment services. • Encourage customers in developing and maintaining independence and emotional wellbeing. • Ensure customers are supported in a safe and caring environment with the confidence to raise issues • Recognise changes in customer behaviours and potential safeguarding issues. Respond and challenge in an appropriate and empathetic manner • Work with colleagues to maintain accurate customer records • Work closely and cooperatively with external agencies and family members (where appropriate) to offer customers a cohesive support service to develop and/or maintain independence • Undertake customer risk assessment and risk management plans • De-escalate behaviours that challenge in a way that respects customers whilst showing respect and limiting any impact on other customers or colleagues • Agree to conduct yourself in line with the general standards of conduct and behaviour as detailed in MTVH's Code of Conduct which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers	
Personal Competencies	**Skills / Experience / Knowledge**

• Collaborative team player. • Empathetic, respectful and non-judgemental in approach. • Compassionate and committed to delivering excellent customer services. • Open-minded and committed to equality, diversity and inclusion. • Resilient and able to work positively with customers who present with behaviours that challenge • Flexible approach to meeting customer and service requirements • Strong commitment to safeguarding and promoting customer wellbeing. • Able to build positive relationships and maintain professional boundaries. • Solution-focused and committed to empowering customers to achieve their goals • Able to work flexibly on a rota basis including evenings, weekends and public holidays	• Experience of working with vulnerable adults with complex needs • Relevant qualification in Housing, Support, Health & Social Care or willingness to work towards an appropriate qualification. • Understanding of the challenges faced by women with complex needs or experiencing multiple disadvantage including homelessness, rough sleeping, mental health needs, substance misuse, offending behaviour, trauma, domestic abuse, sexual exploitation and social exclusion. • Understanding of trauma-informed, strengths-based and psychologically informed approaches. • Knowledge of safeguarding principles and professional boundaries. • Experience of developing positive working relationships with customers and external agencies. • Experience of contributing to or developing Support Plans, Needs Assessments and Risk Assessments. • Ability to support customers to achieve positive outcomes and greater independence. • Ability to manage challenging situations and behaviours in a calm, professional and person-centred manner. • Ability to maintain accurate records and use electronic recording systems. • Basic IT literacy • Good verbal and written communication skills • Able to read, write and understand basic English
General Responsibilities	
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organisation.	

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- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate and Own. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.

Able to work shift rota's that could cover 7x24 hours

Will involve working at weekends and bank holidays