

COLEBROOK HOUSING SOCIETY

JOB DESCRIPTION

<u>JOB TITLE:</u>	Support Worker
<u>SALARY GRADE:</u>	£16,000 - £17,500
<u>REPORTS TO:</u>	Support Team Manager
<u>HOURS:</u>	37 per week: to be worked flexibly according to client and organisational need. Includes weekends and evenings for which no additional payment is made and sleep-ins / out of hours duties for which an additional payment is made per sleep-in / out of hours duty.
<u>LOCATION:</u>	East Cornwall – South Devon

OVERALL AIMS OF POST:

To be part of a Support Team working flexibly with adults according to the remit of the team you are working in at that time. This post will include some administration tasks as well as direct support.

CLIENT SUPPORT/EMPOWERMENT

- To assess, plan and deliver quality and accessible support services via an agreed Support Plan and/or Care Plan, CPA.
- To regularly review and monitor progress and development within agreed boundaries.
- To monitor service delivery and support as agreed between the client and involved agencies, adjusting in line with changing needs.
- To support clients at meetings and reviews ensuring client consultation and involvement at all times.
- To enable and support clients in maintaining and developing their independent living skills.
- To support clients in maintaining all aspects of their tenancy / licence agreement.
- To enable and encourage clients to take control in their lives, exercising personal responsibility and owning their choices and decisions.
- To support clients with their financial affairs and entitlement to welfare benefits.
- To identify areas of service deficiency with clients ie where we (and others) are under-achieving.
- To identify areas of potential service development with clients ie what is needed in the future.
- To alert and liaise with other organisations as required.

ADMINISTRATION

- To maintain records of income and expenditure and co-ordinate any relevant financial returns as required by your Manager.
- To be familiar with and adhere to all relevant financial procedures and systems, including input into the preparation, planning and implementation of budgets alongside clients.
- To prepare written reports as needed and complete administration tasks including support plans and risk assessments.
- To maintain effective communication and team working within the team, organisation and with other agencies.
- To assist Colebrook management in the development and on-going review of organisational policies and procedures.

HEALTH & SAFETY

- To ensure projects are kept in a safe and reasonable condition in line with health and safety legislation and Colebrook Housing Society policies and procedures.
- To promote and maintain the security and safety of clients.
- To perform your duties in a manner which ensures the health and safety and welfare of both yourself and those with whom you come into contact.
- To monitor all aspects of repair and decoration and use relevant procedures to ensure prompt and satisfactory resolution of defects.

GENERAL

- To comply with all aspects of policies and procedures of the Society and the operational guidelines in each project / team.
- To undertake any other reasonable duty required by your Manager.
- To uphold and promote Colebrook's Equality and Diversity Policy and ensure effective implementation in all aspects of service delivery and employment.
- To ensure the requirements of the Data Protection Act are complied with when carrying out the specific duties of the post.
- To participate fully in induction, supervision, performance appraisal and in service training.

Please Note: All job descriptions are reviewed on an ongoing basis. There is an expectation that all the above duties/tasks can be performed by Support Workers but may not be relevant to some clients.

Signed (Postholder) **Date**

Signed (Line Manager) **Date**

COLEBROOK HOUSING SOCIETY

PERSON SPECIFICATION – SUPPORT WORKER

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be shortlisted for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at an interview.

FACTOR	ESSENTIAL	DESIRABLE
QUALIFICATIONS AND TRAINING	<ul style="list-style-type: none"> ▪ Valid driving licence and own transport available for work 	<ul style="list-style-type: none"> ▪ Completed or undertaking relevant qualification or training in mental health and/or learning disabilities ▪ Basic first aid training ▪ Fire awareness training
EXPERIENCE	<ul style="list-style-type: none"> ▪ Paid or voluntary experience (previous or current) of working with people with mental health needs and/or learning disabilities and/or other support or care work ▪ Promoting and encouraging independence and personal responsibility 	<ul style="list-style-type: none"> ▪ Working in supported housing and/or for a 'not for profit' organisation ▪ Working with diverse people with a range of support needs ▪ Working and liaising with Statutory and Voluntary services ▪ Challenging stigma and discrimination ▪ Lone working ▪ Writing Support Plans and monitoring information ▪ Handling petty cash ▪ Working with and implementing policies and procedures ▪ Implementation of risk assessments
SKILLS	<ul style="list-style-type: none"> ▪ Good literacy and numeracy skills ▪ Effective written and verbal communication ▪ Ability to liaise with a wide range of professionals ▪ Ability to provide practical support ie daily living skills, completing forms etc. 	<ul style="list-style-type: none"> ▪ Report writing skills ▪ Demonstrates good techniques and tools for time management
SKILLS (Continued)	<ul style="list-style-type: none"> ▪ Ability to work as part of a team and lone work ▪ Ability to work without constant direction and supervision ▪ Ability to identify and manage own stress levels ▪ Ability to work under pressure and prioritise workloads ▪ IT skills eg word processing, sending emails etc. 	

FACTOR	ESSENTIAL	DESIRABLE
KNOWLEDGE	<ul style="list-style-type: none"> ▪ Basic knowledge of a range of mental health needs and/or learning disabilities and associated difficulties ▪ Some knowledge of mental health / learning disability services and resources ▪ Clear understanding of the Health and Safety at Work Act and responsibilities within this ▪ Basic understanding of stigma and discrimination ▪ Clear understanding and commitment to equality and diversity issues ▪ Clear understanding of the need for time management ▪ The ability to promote and encourage independence and personal responsibility ▪ Awareness of the challenges that people may face in day to day life 	<ul style="list-style-type: none"> ▪ Knowledge of Care Plan Approach, Support Planning Process, Person Centred Planning and Recovery Model ▪ Knowledge of emergency resources eg out of hours teams ▪ Understanding of relevant legislation ▪ Knowledge of relevant Welfare Benefits ▪ Knowledge of Tenancies and licences ▪ Awareness of drug and alcohol issues
PERSONAL QUALITIES	<ul style="list-style-type: none"> ▪ Positive outlook ▪ Good sense of humour ▪ Supportive and empathetic approach ▪ Positive and creative approach to providing support and problem solving ▪ Willingness to give and receive feedback ▪ Willingness to work in a changing environment ▪ Willingness to work unsociable hours and sleep-in's ▪ Willingness to develop personal and professional skills eg induction, training information, experience ▪ Willingness to work with policies and procedures ▪ Commitment to Colebrook Housing Society's Aims and Objectives ▪ Willingness to resolve conflict 	

Signed (Postholder) **Date**

Signed (Line Manager) **Date**