

**COLEBROOK HOUSING SOCIETY**

**JOB DESCRIPTION**

**JOB TITLE:** Casual Support Worker

**SALARY GRADE:** £7.00 per hour

**REPORTS TO:** Service Manager

**HOURS:** To be agreed on an individual basis - to be worked flexibly according to organisational need. Includes weekends and evenings for which no additional payment is made and sleep-ins for which an additional payment is made per sleep-in duty.

**LOCATION:** East Cornwall – South Devon

**OVERALL AIMS OF POST:**

To be part of a team working flexibly with adults, to provide a variety of support services across the organisation.

- To deliver quality and accessible support services agreed in advance – which could include, social, financial, emotional or practical support such as cooking, cleaning gardening, shopping either with or without the client.
- To keep accurate records, including financial, as required.
- To liaise with other organisations as required.
- To maintain effective communication and team working within the team, organisation and with other agencies.
- 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 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.**

**Signed** (Postholder) ..... **Date** .....

**Signed** (Line Manager) ..... **Date** .....

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**PERSON SPECIFICATION – GENERAL 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
<b>QUALIFICATIONS AND TRAINING</b>	<ul style="list-style-type: none"> <li>▪ Valid driving licence and motor vehicle available to use during working hours</li> </ul>	<ul style="list-style-type: none"> <li>▪ Basic first aid training</li> <li>▪ Fire awareness training</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>▪ Understanding of the issues involved when working with vulnerable people</li> </ul>	<ul style="list-style-type: none"> <li>▪ Working and liaising with Statutory and Voluntary services</li> <li>▪ Challenging stigma and discrimination</li> <li>▪ Lone working knowledge</li> <li>▪ Handling petty cash</li> <li>▪ Working with and implementing policies and procedures</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>▪ Effective communication</li> <li>▪ IT skills eg computer literate</li> <li>▪ Ability to provide practical support i.e. daily living skills, completing forms etc.</li> <li>▪ Ability to work as part of a team and lone work</li> <li>▪ Ability to work without constant direction and supervision</li> <li>▪ Ability to identify and manage own stress levels</li> <li>▪ Demonstrates good techniques and tools for time management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Report writing skills</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>▪ Commitment to equality and diversity issues</li> <li>▪ Awareness of the challenges that people may face in day to day life</li> </ul>	<ul style="list-style-type: none"> <li>▪ Understanding of relevant legislation</li> <li>▪ Understanding of the Health and Safety at Work Act and responsibilities within this</li> <li>▪ Understanding of stigma and discrimination</li> <li>▪ Understanding of risk issues</li> </ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>▪ Positive outlook</li> <li>▪ Supportive and empathetic approach</li> <li>▪ Willingness to give and receive feedback</li> <li>▪ Willingness to work in a changing environment</li> <li>▪ Willingness to work unsociable hours</li> <li>▪ Willingness to work with policies and procedures</li> <li>▪ Commitment to Colebrook Housing Society’s Aims and Objectives</li> <li>▪ Willingness to resolve conflict</li> </ul>	<ul style="list-style-type: none"> <li>▪ Positive and creative approach to providing support and problem solving</li> <li>▪ Willingness to develop personal and professional skills</li> </ul>

**Signed** (Postholder) ..... **Date** .....

**Signed** (Line Manager) ..... **Date** .....