

HIGHTOWN HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE:	Support Worker
DEPARTMENT/PROJECT:	Care & Supported Housing/ Open Door
RESPONSIBLE TO:	Operations Manager / Scheme Manager
RESPONSIBLE FOR:	No Line Management Responsibility

MAIN PURPOSE OF JOB:

Open Door Homelessness Service provides emergency accommodation and housing related support for up to 12 single homeless people, including individuals at risk of sleeping rough in the St Albans area, a day time Drop-In for people in housing need and an assertive street outreach service.

The post holder will work as part of a team to assist in the day to day running of the service, to provide a quality service and to promote high standards of practice that is conducive to meet the needs of the people the team supports.

The Support Worker will provide a flexible service which responds to changing needs of the individuals we support. This will include supporting individuals to develop the skills necessary for moving on to more independent living.

KEY RESPONSIBILITIES:

Team Tasks

1. To work the hours as per rota drawn up by the Scheme / Operations Manager.
2. To undertake sleep-in duties as required.
3. To participate in and attend team meetings.
4. To undertake in house and other training proposed by the Scheme / Operations Manager, including mandatory training courses
5. To attend and participate in regular supervision sessions and appraisals with the Scheme / Operations Manager.
6. To assist in the development of good team relationships, mutual respect and trust.
7. To co-ordinate with external agencies on individual support issues.
8. To maintain links with other agencies & individuals involved with the people you are supporting.
9. To attend meetings with and on behalf of service users with other agencies and professionals.
10. To ensure that the principles of safeguarding vulnerable adults and children are followed in line with Association policy and procedures.
11. To carry out tasks that ensure the smooth operation of the scheme, this includes some domestic tasks including preparation of meals.
12. To provide accurate and up to date information to pass onto colleagues as applicable in verbal, written and electronic formats.

Administration

1. To maintain records and other administrative tasks required by the service.
2. To comply with relevant legislation.
3. To comply with the operational policy, and all other policies, procedures, and protocols in operation within the service.
4. To maintain confidentiality as set out in the operational policy.

Service Users

1. To respect all people supported by the team.
2. To be involved with the development of and then follow support plans and risk assessments which have been approved by the relevant authorised staff
3. To provide identified support as a Link Worker to named individuals, and to support all other service users when on duty.
4. To encourage and promote the development of informed personal choice for service users.
5. Provide advice, guidance and support to service users on financial budgeting, maximising benefit income, and rent payment, referring to independent advice if desired.
6. Provide advice, guidance and support to service users on identifying appropriate move on options including preparing application and referral paperwork with them.
7. Provide advice, guidance and support to service users on maintaining a healthy lifestyle and obtaining medical care.
8. To support service users to establish and maintain good relations with neighbours, friends and family (as appropriate) and to use facilities in the local community
9. To ensure that all service users have access to primary and other health services and access to information on health related matters.
10. To ensure that all risks are managed in line with the Associations risk management policies and procedures.
11. To participate in the strategy for involving Service users in influencing and reviewing the services they receive
12. Such other duties as may be required

Maintenance

1. Ensure a good standard of general upkeep and maintenance of properties used by the service and report the need for repairs and maintenance to the Scheme Manager / Operations Manager
2. To ensure that Health and Safety standards are maintained throughout the schemes and fire regulations are complied with.
3. Monitor health and safety in the service, including conducting daily checks and contributing to the development of health and safety risk assessments.

Financial Administration

1. To purchase goods through the use of procurement cards, keeping accurate records of own expenditure with receipts.
2. To keep accurate record of income including service user contributions and donations from the general public.

SPECIAL CONDITIONS OF SERVICE

1. To work to a rota which will include shifts in the evenings, weekends and bank holidays.
2. Requirement to undertake sleep-in duties.
3. Access to a car for work and car driver essential.
4. A willingness to be flexible to ensure that the service is properly staffed at all times.
5. The post holder is employed by the service and may be asked to work out of any of the staff bases operated by the team.
6. A satisfactory enhanced DBS Disclosure is required for this post.

Any other reasonable duties consistent with the responsibilities of the post, as requested by the Scheme / Operations Manager.

To participate in the review and revision of this job description from time to time.

HPCHA operates a non-smoking policy. It is not permitted to smoke in any property belonging to tenants or the Association. Services Users co-operation can be sought to encourage them not to smoke whilst you are in their homes.

Person Specification – Support Worker

	Essential	Desirable
Experience		
Previous experience of working with vulnerable adults in a supportive role	✓	
Ability to		
Recognise and respond to the aspirations and needs of the people we support.	✓	
Support people who may have complex needs including offending behaviour, mental health issues and those experiencing drug or alcohol dependency	✓	
Assess individual need and develop support plans	✓	
Implement risk management plans and contribute to the risk management process.	✓	
Work as a member of a team	✓	
Communicate effectively using different methods of communication determined by individual need.	✓	
Use own initiative	✓	
Respect confidentiality	✓	
Support tenants to manage behaviours which may cause risk to themselves or others	✓	
Support individuals in a crisis	✓	
Ability to understand and put into practice appropriate statutory regulations, e.g. Health & Safety at Work etc.	✓	
Carry out practical tasks (cleaning, cooking etc)	✓	
Personal Characteristics		
A positive attitude towards the people we support	✓	
Responsible and reliable	✓	
Knowledge and Understanding		
Principles of working in a person centred way		✓
Local community & facilities		✓
Welfare benefits		✓
Other Requirements		
Ability to work to a rota including evenings, weekends, sleep-in shifts and bank holidays	✓	
Car Driver and access to a car	✓	

