



HIGHTOWN HOUSING ASSOCIATION

JOB DESCRIPTION

DEPARTMENT:	Care and Supported Housing
JOB TITLE:	Senior Support Worker
RESPONSIBLE TO:	Registered / Scheme Manager
RESPONSIBLE FOR:	Supervising front line staff under the direction of the Registered / Scheme Manager

JOB CONTEXT

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

We currently manage over 5,000 homes and employ over 900 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £48 million and a development programme that will deliver around 350 new affordable homes each year.

Hightown Support

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness and women who have survived Domestic Violence.

Our aim is to help them develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

JOB SUMMARY

The Senior Support Worker will support and assist the manager to provide a quality service and to promote high standards of practice, which is conducive to meeting the needs of the people we support. The Senior Support Worker will work as part of the team to provide a flexible service, which responds to the changing needs of our residents.

The post holder will provide leadership, direct line management supervision and support to a number of care & support staff. The post holder will also provide frontline support delivery to service users, whilst covering shifts on a rota basis.

KEY RESPONSIBILITIES

Support for People Using Services:

1. Work support shifts as part of a 24 hour rolling rota including sleep-ins (where required)
2. Assist the Manager to ensure that the service has sufficient staff cover
3. Responsible for planning, delivering and signing off individual support plans and risk assessments; ensuring that service user's individual needs are identified and met
4. Carry out link work with service users
5. Work in line with the Association's person centred approach
6. Support each individual in the development of everyday living skills
7. Support individual service users to take an active part in the service & community
8. Support each service user to set and achieve goals
9. Encourage service users to make their own decisions in line with best interest
10. Assist each service user to develop and maintain healthy relationships
11. Promote their rights, choice, dignity and independence
12. Ensure each person is assisted to manage their own tenancy or licence and maintain their accommodation

Staff Matters:

1. Assist the manager in the recruitment of junior front line staff
2. Ensure that effective induction is carried out of staff
3. Carry out staff supervision; 3 & 6 month probationary reviews, as well as annual appraisals
4. Support staff in achieving any relevant qualifications, and informing the manager of any issues as and when they arise
5. Act as a mentor to less experienced staff
6. Promote and encourage effective communication between team members
7. Support staff in identifying and meeting development needs
8. To authorise additional hours and expense claims and approve payments within allocated resource levels (with input from the manager)
9. Approve shifts on Business Manager (at manager's discretion)

Management:

1. Ensure that staff are aware of the Association's policies and procedures and are informed promptly of changes
2. Maintain good working relationships with other health and social service professionals and agencies involved with service users or the wider Association.
3. To develop & maintain relationships with relatives, neighbours and others in the local

community

4. To assist the manager to develop staff rota's within allocated budgets

Records and Administration:

1. To ensure that records required by the Commissioners and Hightown are complied with and kept in a safe place within the service at all times
2. Ensure up-to-date service user records are maintained on Business Manager / appropriate systems

SPECIAL CONDITIONS OF SERVICE

1. The hours of working should be flexible to cover evening, bank holiday & weekends as required
2. To work as part of a 24 hour rolling rota
3. Undertake sleep-in duties as required by the shift pattern
4. To be prepared to support service users in their own accommodation who may smoke
5. To undertake any other reasonable duties at the request of the Scheme / Registered Manager or wider senior management team

This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed. To participate in the development of this job description as necessary.

An enhanced DBS Disclosure is required for this post.

HIGHTOWN HOUSING ASSOCIATION LIMITED

PERSON SPECIFICATION

SENIOR SUPPORT WORKER

	Essential	Desirable
Experience		
Experience working within health and social care.	X	
Experience of designing and reviewing personalised support plans and associated risk assessments	X	
Line management of staff		X
Ability to		
Communicate effectively verbally and in writing	X	
Respond appropriately in a crisis	X	
Supervise and support staff effectively	X	
Plan appropriate care and support for service users	X	
Demonstrate good administrative and organisational skills	X	
Communication with other professional organisations in the community	X	
To be computer competent (using Microsoft applications)	X	
Personal Characteristics		
Responsible and reliable	X	
Understanding and commitment to Equal Opportunities	X	
Flexible approach and responsive to change	X	
Highly motivated and enthusiastic	X	
Ability to work with individuals whose support needs are complex and whose behaviour may be difficult	X	
Knowledge and Understanding		
Relevant basic knowledge of mental health, learning disabilities or homelessness (dependent on particular needs of the service)	X	
Knowledge of welfare benefits		X
Knowledge of community resources and facilities		X
Knowledge and understanding of Health & Safety legislation		X
Other Requirements		
Ability to deliver front line support services	X	
Ability work to a 24 hour rolling rota (including sleep-ins where applicable)	X	
Hold a valid driving licence	X	
Use of car for work	X	
Be prepared to drive Association's vehicles (where applicable)	X	