



Support Worker - Supported Housing

Job Description and Person
Specification

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

Support Worker - Shireliving

JOB DESCRIPTION

Job Summary and Purpose:

We offer a variety of housing options tailored to support individuals with learning disabilities who wish to live independently. With more than 20 years of experience in providing services for people with learning disabilities, we understand and value each person's unique qualities, strengths, and abilities. Our goal is to provide personalized support that meets their specific needs. We are committed to maintaining the highest standards, and all our services consistently receive excellent inspection ratings.

The purpose of the Support Worker post is to enable people living within our services to live as independently as possible by providing a range of care and support services including intensive housing management support which is focused on helping people to maintain their tenancies.

The post holder will also assist in ensuring the buildings out of which we operate and any associated facilities are being managed effectively for the enjoyment and safety of those living there and visitors by ensuring complaints and issues are dealt with promptly.

Under the direction and supervision of the Care Manager & Team Leader, the post holder will provide care and support to the tenants living in a Supported Housing setting and within the local community in accordance with their care and support plans. The overall emphasis of the post will be to ensure that individuals can live as independently as possible in a safe, caring, inclusive community.

The post holder will work towards meeting the stated objectives of the organisation and in accordance with the policies and procedures of The Group Housing Association. The post holder will work in accordance with legislative and regulatory standards.

Key Duties and Responsibilities:

Care and Support:

- To assist tenants /customers in maintaining their independence, by encouraging their involvement in decisions affecting all aspects of their life.
- To contribute to the health and well-being of tenants/customers by

encouraging involvement in scheme and community based social and leisure activities.

- Confidentiality & Professional Boundaries relating to residents; other employees and the Group's commercial and business activities must be maintained at all times (both in and out of hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act.
- At all times to afford tenants/customers the dignity and respect to which they are entitled and in particular, to recognise any special requirements associated with an individual's race, culture or religion.
- Deliver care and support as detailed in a tenants/customers care and support plan and/or as directed by the line manager.
- To be responsive to a change in Care and Support need and deliver un-planned care following an accident or sudden illness until such time as a care and support plan can be devised.
- Report any concerns of potential abuse of a service user in line with The Group Safeguarding Policy.
- To participate in the care/support planning process by attending meetings as and when required. Contributing to the assessment of needs and recording service users progress in meeting those outcomes.
- To report all concerns regarding a tenants/customer's health and/or well-being in line with policy and procedure.
- To work with families and other agencies to ensure continuity of service and communications.
- At all times work in accordance with any regulatory standards or regulations relating to the provision of care and housing.

Housing Related Support:

In addition to key duties and responsibilities the post holder will also;

- Assist new tenants to settle into their new home providing orientation of their home and the scheme.
- Review the current documentation to ensure tenant's support needs are accurate
- Work and liaise with other agencies to ensure tenants can remain independent.
- Assist tenants with correspondence.
- Encourage and support tenants/customers to attend social events and other appointments.

Health and Safety and Building Matters:

- Keep communal areas clean, tidy and free from hazards and ensure all defects are reported promptly
- Assist the Care Manager and Team Leader to ensure that services and contractors are monitored and service levels are maintained.

- To be aware of and adhere to all of The Group Policies and Procedures in relation to health and safety, including the Prevention and Control of infection.
- Work in a safe and responsible manner having regard to your own safety and the safety of colleagues, residents and others who might be affected by our work activities and operations and report all accidents and incidents in line with The Group Policies and Procedures.
- To adhere to any instructions or guidance as detailed in any support/care plans, risk assessments or other safe systems of work documentation.

General:

- Attend and successfully complete all training as identified by the service in order to meet the needs of residents and the service.
- Maintain essential documentation as required.
- Work effectively and co-operatively as a member of a team, maintaining good working relationships with colleagues; resident's families and professionals from other agencies.
- To attend meetings as required.
- To work flexibly to meet the needs of tenants/customers and the demands of the service

Confidentiality:

The post holder should ensure that they are familiar with and adhere to all The Group policies and procedures relating to confidentiality.

Safeguarding Adults:

All staff have a responsibility to safeguard residents. All staff must be familiar with, and adhere to the organisations' adult protection procedures.

THE WREKIN HOUSING GROUP
PERSON SPECIFICATION

SUPPORT WORKER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> ■ Good communication, literacy and numeracy skills ■ Effective interpersonal skills and ability to work as part of a team ■ Ability to work unsupervised ■ Ability to be responsive to other people's needs ■ Demonstrate positive attitudes towards the right of vulnerable people. ■ Willingness to work flexibly according to the needs of the service and residents. ■ Willingness to undergo training including the Care Certificate further continuous professional development and training ■ To be willing to work at any location depicted by the needs of the service ■ To be prepared to work carry out all duties in line with The Group Equal Opportunities and Diversity Policy ■ Minimum age 18 ■ Enhanced DBS 	<ul style="list-style-type: none"> ■ Previous qualification of working in the Health and Social Care Sector ■ Experience of working with vulnerable adults in a care and /or support role. ■ Experience of individual care planning/personal care role ■ Experience in providing housing related support to vulnerable people ■ Experience in managing a household budget ■ Current full UK Driving Licence with access to a car. Car will need to be insured for business purposes (this is usually covered in most insurance policies). ■ Basic IT skills