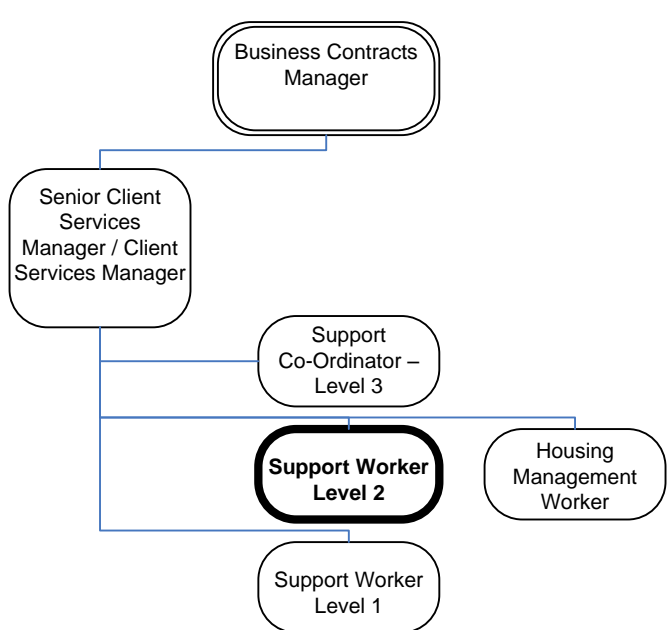


HOME GROUP **JOB DESCRIPTION**

1	JOB DETAILS	
	Job title: Support Worker – Level 2	Date:
	Reports to: Client Services Manager / Senior Client Services Manager	Ref: HOMEJD210

2	<p>JOB PURPOSE</p> <p>To work alongside clients / families or children and young people (as appropriate) in a person centred way and help them to actively move towards living independently of services.</p> <p>To assist clients / families or children and young people (as appropriate) with practical tasks based upon their needs and aspirations as identified in their support and safety plan.</p> <p>To provide flexible support to clients / families or children and young people (as appropriate) based on their needs and aspirations as identified in their support and safety plan, ensuring they are able to meet their goals which help them to achieve their outcomes.</p> <p>To implement the client / families or children and young people (as appropriate) support and safety plan, as developed by the Support Co-ordinator and inform and contribute to support planning reviews and assessments through effective communication with the co-ordinator or line manager and client.</p>
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3	<p>DIMENSIONS</p> <ul style="list-style-type: none"> • No line management responsibilities • No direct responsibility for a budget • As part of a multi- disciplinary team you will work alongside other professionals and work to support clients / families or children and young people (as appropriate) towards independence. • Support of Level 1 Support Workers, Volunteers, Mentors and hosts, including befriending and peer support volunteers. • You are required to be flexible to work within other office/service locations in the future within an agreed area of your initial office location.
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4	<p>ORGANISATION CHART</p> <p>Reporting to: Client Services Manager / Senior Client Services Manager (as appropriate)</p>  <pre> graph TD BCM[Business Contracts Manager] --- SCSSM[Senior Client Services Manager / Client Services Manager] SCSSM --- SCC[Support Co-Ordinator – Level 3] SCSSM --- SWL2[Support Worker Level 2] SCSSM --- SWL1[Support Worker Level 1] SWL2 --- HMW[Housing Management Worker] style SWL2 stroke-width:4px </pre>
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5	<p>KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED</p> <ul style="list-style-type: none"> • Previous experience of providing support for vulnerable people. • Knowledge of housing issues affecting vulnerable people • Experience of housing management duties in a residential setting is desirable • Evidence of specialist qualification, skill, or interest in the area applied for including specific qualification / training to meet specialist service standards to meet regulatory requirements • Excellent communication and inter-personal skills and an ability to remain calm under pressure. • Ability to motivate, encourage and support clients / families or children and young people (as appropriate) in developing daily living skills. • Ability to demonstrate empathy whilst maintaining appropriate boundaries. • Ability to cope with challenging behaviour/resistance in others. • Ability to recognise risk and implement safeguarding procedures and reporting where necessary • Ability to work alone initiative and to recognise when advice, support and more senior input is required/necessary • Ability to record and use information concisely and effectively. • Basic numeric, literacy and IT skills.
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	<p>Personal characteristics:</p> <ul style="list-style-type: none"> • Work flexible hours/24-hour rota (where applicable) • Full driving licence and access to car (where necessary for role) • May be required to undertake lone working • Commitment to implementing Anti-Discriminatory, Diversity and Equal Opportunities policies <p>Additional service specific knowledge, skills and experience required:</p>
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6	<p>KEY RESULT AREAS</p> <p>Supporting clients / families or children and young people (as appropriate):</p> <p>You will support the client / families or children and young people (as appropriate) in a person centred way to achieve the outcomes stated in their support and safety plan. This will involve supporting clients / families or children and young people (as appropriate) to undertake a range of tasks, which may vary from and is not limited to:</p> <p>General Independent living tasks:</p> <ul style="list-style-type: none"> • Support clients / families or children and young people (as appropriate) to actively plan their own menus and provide specialist support on healthy eating to enable clients / families or children and young people (as appropriate) to make their own choices • To teach or support clients / families or children and young people (as appropriate) in preparing and cooking meals • To enable clients / families or children and young people (as appropriate) to enjoy a range of food and support them to buy their food from various places including markets/ super markets or specialist shops • To work with clients / families or children and young people (as appropriate) to help them devise strategies to assist them with their budgeting and provide advice and guidance and sign post them to other relevant agencies if necessary • To support clients / families or children and young people (as appropriate) with other life skills such as welfare benefits/ employment/ education/training/volunteering/apprenticeships where appropriate • To enable clients / families or children and young people (as appropriate) to make their own appointments with other professionals and to work with them to enable them to make their own choices about the support they require
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General support tasks:

- To work with clients / families or children and young people (as appropriate) to identify their safety needs and to work positively to manage these effectively
- To actively work with clients / families or children and young people (as appropriate) to develop links in the community as agreed in their support and safety plan
- To actively support clients / families or children and young people (as appropriate) in a person centred way to achieve their goals as identified in their support and safety plan; to review these goals frequently with the clients / families or children and young people (as appropriate) and document the clients / families or children and young people (as appropriate) journey
- To plan activities to be conducted with other colleagues
- To actively contribute towards effective support and safety planning and reviews through effective communication of with the support co-ordinator
- To handle and administer medication in line with Home Group's policies and procedures

Personal care tasks (Care Quality Commission regulated services only):

- To follow care, task and support and safety plans following Health and safety, manual handling, procedures for equipment use and administration of medication
- To support clients achieving goals with other practitioners for example Occupational Therapists/ physiotherapists
- Enable and empower clients to work towards living independently of services and provide personal care where agreed in the support plan
- To support clients with personal care such as bathing, toileting and feeding, as detailed in the support/care plan
- To work within Care Quality Commission Essential Standards of Quality and Safety

Social Tasks:

- To support clients / families or children and young people (as appropriate) to plan their own social activities and enable them to make their own choices and decisions
- To actively engage with the client / families or children and young people (as appropriate) to build relationships within the community and network with other agencies/ organisations to enable these links to be made with the client / family or child and young person (as appropriate).
- To organise client / family or children and young people (as appropriate) events within the service and lead on client / family or children and young people (as appropriate) consultations, such as changes to house rules and other changes to the service.

Housing management tasks:

- To undertake tenancy/licence sign ups and inductions
- To establish regular payments of rent and service charge
- To support clients / families or children and young people (as appropriate) to make housing benefit and other welfare benefit claims
- To issue regular rent statements
- To flag any tenancy/licence breaches to the appropriate Support Co-ordinator and undertake action as directed which may involve attendance at court.
- To manage any cases of low level anti-social behaviour
- To undertake health and safety and defects room checks
- To identify any property defects and raise a repair order as per Home Group's processes to ensure client promise standards are being met
- Accurate recording of all housing management information within our relevant IS systems.
- To prepare void properties for re-let as per Home Group processes.

To undertake any other duties as directed by the line manager that may reasonably fall within the scope of the role.

Implementation and adherence to Home Group policies and procedures:

- To operate within clear professional and confidentiality boundaries and to work within Home Group's Integrity at Work Policy and Working Professionally Policy.
- To work within established definitions of acceptable and unacceptable risks to contribute to positive risk assessments and participate in risk management in accordance with Home Group policies.
- To ensure that service users are clear about their rights and obligations whilst receiving a service including fire precautions, health and safety and housing management policies.
- To ensure that meaningful involvement of service users is central to all activities and is in line with Home Group's approach to equality and diversity and the client's / families' or child's and young person's (as appropriate) right to privacy and confidentiality.
- To adhere to Home Group's financial procedures where required.
- Under direction from management, to receive and accurately record rental income and operate and record the petty cash system within established procedures, as appropriate.
- To adhere to and operate within the rent arrears and voids policy and procedures minimising voids and maximising income.

	<p>Other requirements:</p> <ul style="list-style-type: none"> • At all times carry out responsibilities within the framework of Home Group's equality and diversity policies • To develop an understanding and knowledge of Home Group and the variety of services it provides. • To undertake any other duties as directed by a line manager that may reasonably fall within the scope of the role or service. • Where appropriate in outreach roles the individual may be expected to operate independently with a range of different service providers and professionals. • In some services there is an expectation for staff to be involved in/ with clients / families or children and young people (as appropriate) in the provision of food. <p>Additional service specific key results areas:</p>
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7	<p>COMMUNICATIONS AND WORKING RELATIONSHIPS</p> <p>Internal:</p> <ul style="list-style-type: none"> • Senior Client Service Manager / Client Service Manager Business Contract Manager • Support Co-ordinators • Other colleagues, where applicable e.g. cleaners, cooks. <p>External:</p> <ul style="list-style-type: none"> • Local Authority Housing Departments • Specialist agencies • Welfare benefits agencies • Contractors • Commissioners • Regulators e.g. Care Quality Commission • Others as appropriate <p>Additional service specific contacts:</p>
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8	<p>SCOPE FOR IMPACT</p> <ul style="list-style-type: none"> • Provide positive practical improvements to clients' / families' or children's and young people's (as appropriate) independent living skills. • Support clients / families or children and young people (as appropriate) to achieve the outcomes in their support and safety
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	<p>plans</p> <ul style="list-style-type: none"> • Contribute to the success of the service • Assist in the development of the professional profile of the service in the locality. <p>Additional service specific scope for impact:</p>				
9	<p>CORPORATE RESPONSIBILITIES</p> <p>Health and Safety To take responsibility for the health, safety and welfare of yourself and, through your actions, your colleagues. Actively follow the Health and Safety Policy, Procedures and Safe Systems of Work. This includes following instructions and undertaking training to ensure compliance.</p> <p>Equal Opportunities To promote equality and diversity as an integral aspect of working at Home and lead by example.</p> <p>Learning and development To undertake all reasonable training activity designed to support you in your role.</p>				
10	<p>JOB DESCRIPTION AGREEMENT</p> <table border="0"> <tr> <td>Job Holder's signature</td> <td>Date</td> </tr> <tr> <td>Manager's signature</td> <td>Date</td> </tr> </table>	Job Holder's signature	Date	Manager's signature	Date
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