

## HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

<b>JOB TITLE:</b>	Assistant Support Worker
<b>DEPARTMENT:</b>	Care and Supported Housing
<b>RESPONSIBLE TO:</b>	Operations Manager/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 1,000 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £70 million and a development programme that will deliver around 300 new affordable homes each year.

### **Hightown Homes**

Once our houses are built, they are let to people who cannot afford to buy or rent at full market values. The majority of our properties are offered to people on local authority housing lists to rent. We also manage homes to let at intermediate rents, for people saving for a deposit, and shared ownership homes, which help people make their first step on the housing ladder.

### **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.

### **OVERVIEW**

To work as part of a team, providing the people using our services with support that meets their individual needs. This includes taking an active role in enabling and supporting each individual to achieve and develop their own goals and to maximise their independence to the best of their potential. It requires working in a manner that promotes respect, individuality, choice and peoples rights helping people to be actively involved in the running of their own homes.

## **KEY RESPONSIBILITIES**

### **People in the service**

- Promote high values for people in daily practice, ie, choice, privacy, individuality, dignity, etc. This includes providing personal care according to service users' support plan in a sensitive manner as well as helping individuals to make decisions about their own lives by working within the guidelines of the Association's person centred approach.
- Enable people to receive appropriate health care and advice when necessary.
- Create opportunities and enable people to develop and widen their social, educational and leisure networks.
- Assist and support people with all areas necessary for them to live independently ie. laundry, cleaning, cooking shopping, etc.
- Support people in welcoming visitors either family/friends in a positive manner.
- Ensure that people's needs are met by providing appropriate care and support.
- Administer medication as needed, following policy guidelines – where applicable
- Be able to follow agreed support plans with the individual.
- Be able to communicate effectively, using different methods of communication according to peoples needs.
- Respect confidentiality and follow policy guidelines.

### **Team**

- Work as part of a team, actively participating in meetings, bringing forward ideas and contributing to relevant decisions.
- Lone working when necessary.
- Following completion of the probationary period post holders are expected to undertake relevant qualifications prioritised by the demands of your job role and the service requirements.

### **Operational**

- Follow and implement the Associations and scheme's policies and procedures at all times.
- Carry out all administration requested in relation to the role and daily requirements.
- Carry out tasks that ensures the smooth day to day operation of the home.
- Liaise with other professionals, as required.
- Work within the framework laid down by the CQC.
- Familiarise yourself and to comply at all times with the duties and responsibilities outlined in the Association's Health & Safety Policy.

### **General**

- Actively participate in regular supervision and annual appraisals.

- Work unsociable hours including evenings, weekends, nights and bank holidays to ensure that adequate staff cover is maintained at all times.
- Work 'sleep in' duties when required as part of the shift pattern.
- Other duties as may be required to help with the smooth running of the establishment and needs of the residents.

### **Additional duties**

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

Any other reasonable duties consistent with the responsibilities of this post as agreed with the line manager.

Enhanced DBS check is required for this post

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience</b>		
Previous experience of working in the care/support field		✓
<b>Ability to</b>		
Recognise the wishes and needs of the people we support.	✓	
Work as a member of a team	✓	
Communicate effectively verbally and in writing	✓	
Use own initiative	✓	
Respect confidentiality	✓	
Carry out practical tasks (housekeeping, cooking etc)	✓	
Provide personal care if part of agreed support plan	✓	
Work with people who have difficulty communicating or behaviours that may challenge.	✓	
<b>Personal Characteristics</b>		
Caring attitude	✓	
Responsible and reliable	✓	
<b>Knowledge and Understanding</b>		
Principles of working in a person centred way		✓
Local community & facilities		✓
Welfare benefits		✓
Care plans		✓
<b>Other Requirements</b>		
Ability to work to a rota to provide 24 hour cover if needed	✓	
Car Driver and access to a car if needed	✓	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service.	✓	
Show a strong work ethic and demonstrate extra effort when required.	✓	
Take ownership for resolving problems, demonstrating courage and resilience in dealing with difficult situations.	✓	
Work co-operatively with others to get things done, willingly giving help and support to colleagues	✓	
Treat people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	✓	

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above.