



HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE:	Support Worker
DEPARTMENT:	Care and Supported Housing (C&SH)
RESPONSIBLE TO:	Service Manager / Registered Manager / Operations Manager / Assistant Manager / Scheme Manager or other delegated senior staff

JOB CONTEXT

About Us

Hightown Housing Association Limited

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire, Buckinghamshire and Berkshire. 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 9,000 homes and employ over 1100 Permanent and Bank staff in our Care and Supported Housing Schemes and from our head office in Hemel Hempstead. We have an annual turnover of £121 million and a development programme that will deliver over 350 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

Our Care and Supported Living services support people across four specialisms, Learning Disabilities, Mental Health, Adult Homelessness and Young People.

Our aim is to support people to live fulfilled, independent lives. We achieve this through coproducing support, centred around the individual, progressing towards their goals and aspirations.

OVERVIEW

You will work as part of a team, providing people with a service that meets their individual needs, including personal care where necessary. You are expected to undertake 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. You will work in a manner that promotes respect, individuality, choice and people's rights. You will support and enable people to be actively involved in the running of their own homes.

KEY RESPONSIBILITIES

People in the service

1. To promote high values for people in daily practice, ie, choice, privacy, individuality and dignity.
2. To provide personal care in a sensitive manner to all service users living in the home. This may include assisting service users to get up and go to bed, total body washing in line with procedures, assisting service users to use the toilet, dressing and feeding.
3. To support and enable people to make decisions about their own lives by working within the guidelines of the Association's person-centred approach.
4. To enable people to receive appropriate healthcare and advice when necessary.
5. To create opportunities and enable people to develop and widen their social, educational and leisure networks.
6. To assist and support people with all areas necessary for them to live independently, i.e., laundry, cleaning, cooking and shopping.
7. To support people to welcome visitors, either family/friends, in a positive manner.
8. To administer medication as needed, following policy guidelines.
9. To be able to follow agreed support plans with the individual, to write support plans in conjunction with senior staff and to be proactive about sharing information with senior staff to enable support plans to be updated so they meet service users' needs.
10. To provide the main link between the service user and more senior staff, highlighting any changes in wishes or needs which will involve amendments to support plans or risk assessments.
11. To be able to communicate effectively, using different methods of communication according to people's needs.
12. To respect confidentiality and follow policy guidelines.

Team

1. To work as part of a team.
2. To participate in team meetings and handovers, bringing forward ideas and contributing to relevant decisions.
3. To attend training courses and complete qualifications as required.
4. Lone working when necessary.

Operational

1. To follow and implement the Association's and home's policies and procedures.
2. To carry out all administration requested in relation to the role and daily requirements. This will include some computer work.
3. To carry out tasks that ensure the smooth day-to-day operation of the home.
4. To liaise with other professionals as required to pass on information on service users' changing needs.
5. To work within the framework laid down by the CQC or other regulatory bodies.
6. To familiarise yourself and to comply all times with the duties and responsibilities outlined in the Association's Health and Safety Policy.

General

1. To participate in regular supervision and annual appraisals.
2. To work unsociable hours including evenings, weekends, nights and bank holidays to ensure adequate staff cover is maintained at all times.
3. To work 'sleep-in' or waking night shifts when required as part of the shift pattern.
4. Other duties as may be required to help with the smooth running of the home and to meet the needs of the residents.

Additional duties

1. Any other reasonable duties consistent with the responsibilities of the post, as requested by line manager.
2. 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.
3. To 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.
4. Hightown operates a non-smoking policy. It is not permitted to smoke in any property belonging to service users or the Association. Service users' co-operation can be sought to encourage them not to smoke while you are in their homes.
5. A satisfactory enhanced DBS disclosure is required for this post.

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

PERSON SPECIFICATION

Experience

	Essential	Desirable
Previous experience of working in the care/support field.		√

Ability to

	Essential	Desirable
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.	√	

Knowledge and Understanding

	Essential	Desirable
Principles of working in a person-centred way.		√
Local community & facilities.		√
Welfare benefits.		√
Care plans.		√

Personal Characteristics

	Essential	Desirable
Caring attitude	√	
Responsible and reliable	√	
Commitment to Five Ways to Excellence.	√	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service.	√	
Take ownership for resolving problems, demonstrating courage and resilience in dealing with difficult situations.	√	
Work collaboratively 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.	√	

Other Requirements

	Essential	Desirable
Ability to work to a rota to provide 24-hour cover if needed.	√	
Car driver/owner with business insurance (project-specific)		√

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of how you meet the Person Specification.