



HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE:	Support Worker
DEPARTMENT:	Care and Supported Housing
RESPONSIBLE TO:	Care & Supported Housing Scheme Manager

JOB CONTEXT

Hightown is a charitable housing association (operating in Hertfordshire, Bedfordshire, Buckinghamshire and Berkshire) aiming to help people who need support and care or who cannot afford to buy or rent a home at market values. We do this by building hundreds of much needed new homes and providing care and supported housing services for a wide range of people.

We currently manage almost 6,000 homes - mostly in the Dacorum, St Albans, Watford, Aylesbury Vale, North Herts and Hertsmere districts and employ over 900 staff (mainly in our care and supported housing schemes).

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

Working as part of a team, provide support to people within a service or in the community. Support Workers are responsible for assessing individual need and developing agreed support plans to ensure we are providing a service that meets each individual's needs and supports their aspirations. Support Workers will be required to follow risk assessment as well as contribute to risk management planning.

Support workers will work in a manner that promotes respect, individuality, choice and rights.

KEY RESPONSIBILITIES

People in the Service:

- Produce and update individual's support plan that will support people to meet their agreed outcomes.
- Follow agreed risk assessment and contribute to risk management planning highlighting any changes in risk to more senior staff and other professionals.
- This may include personal care.
- Helping individuals to make decisions about their own lives by working within the guidelines of the Association's person centred approach.
- Assist people to live independently and maintain valued friendships and family networks. Reporting to appropriate professionals where this is not possible.
- Enable people to be signposted to receive appropriate advice when necessary. (e.g. health care, benefits, housing etc).
- Create opportunities and enable people to develop and widen their social, educational work experience and leisure networks.
- Administer medication as detailed in care plans following policy guidelines.
- Complete paperwork demonstrating that outcomes described in individual plans are being achieved.
- Respect confidentiality and follow policy guidelines.
- Ensure each person is assisted to manage their own tenancy or licence and maintain their accommodation

Team

- Work as part of a team, actively participating in meetings, bringing forward ideas and contributing to relevant decisions.
- Communicate effectively with all team members.
- Undertake lone working, as required.
- 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.
- Act as a mentor to less experienced staff
- Work as part of the rota as required for each service to meet each individual's needs.

Operational

- Follow and implement the Associations and services policies and procedures at all times.
- Carry out all administration requested in relation to the role and daily requirements.
- Carry out tasks that ensure the smooth day to day operation of the service.
- Liaise with other professionals, as required.
- Work within the framework laid down by the CQC, Commissioners of services and any other relevant legislation and contracts.
- Comply at all times with the duties and responsibilities outlined in the Association's Health & Safety Policy.

General

- Actively participate in regular supervision, annual appraisals and training.
- 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.
- Follow agreed code of conduct to ensure a professional level of service is provided at all times.
- Other duties as may be required to help with the smooth running of the establishment and needs of the people we support.

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 of the Association. Co-operation can be sought from the people we support 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
Experience		
Previous experience of working in the care/support field	✓	
Ability to		
Recognise the wishes and needs of the people we support.	✓	
Assess individual need and develop support plans	✓	
Implement risk management plans and contribute to the risk management process.	✓	
Work as a member of a team	✓	
Communicate effectively using different methods of according to peoples needs.	✓	
Use own initiative	✓	
Respect confidentiality	✓	
Carry out practical tasks (housekeeping, personal finance etc)	✓	
Provide personal care if part of agreed support plan	✓	
Work with people who have difficulty communicating or behaviours that may challenge.	✓	
Mentor and support less experienced team members.	✓	
Personal Characteristics		
A positive attitude towards the people we support	✓	
Responsible and reliable	✓	
Knowledge and Understanding		
Principles of working in a person centred way		✓
Local community & facilities		✓
Welfare benefits		✓
Other Requirements		
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.