

JOB DESCRIPTION

Job Title: REABLEMENT SENIOR SUPPORT WORKER
Department/Location: Independent Living – Community based
Manager: Head of Community Services
Salary Range: NJC Sale 8-17

Overall purpose of the job:

To provide specialist support to service users with severe and enduring mental health needs, as well as other complex needs such as physical health needs, learning disabilities, and some care needs.

To provide support in accordance with their personal budget, creating a unique care package through personalisation.

To provide a preventative service to support individuals to remain living independently within the community, accessing community assets.

To provide support to Bridges Day Services on a rota basis

Performance Outcomes:

To work in the community, usually in the individuals homes, to promote independence and choice. Supporting the individual with the needs identified during their social care act assessment.

To monitor and record the hours provided through personal budget to ensure that correct financial procedures are in place.

To be able to risk assess any situation you are faced with confidence and commitment.

Developing positive relationships with the individual, and other agencies ensuring that every interaction is an opportunity for engagement.

To monitor the progress of the individual using the recovery star and undertake reviews. Providing feedback to the line manager and referring social worker.

Main Tasks & Activities:

To assist service users to construct support plans which meets their needs, outcomes, and covers identified risks. In doing so, offering the widest possible flexibility and choice through comprehensive engagement with the community, activities, voluntary organisations, and provider services.

To provide a broad range of support to the individual to meet their specific needs, providing support motivating them to establish daily routines, this will include cleaning tasks and preparation of meals, prompting of personal hygiene and supervising safe personal care. Management of tenancy, including practical support provided to hoarders.

To provide support around collection and monitoring of medication, reporting any concerns to line manager, prescribing professional and referring social worker.

To provide a flexible service that provides cover 8am – 8pm 7 days a week so that the service meets the individual needs of the users.

To be able to work as team and be competent to lone work in a high pressure ever changing environment.

Actively seek to safeguard service users within the safeguarding adult's guidelines and procedures whilst promoting independence.

Ensure that risks are identified and appropriate referrals to risk enablement are made.

To prepare and complete the relevant financial paperwork so the service users personal budget can be monitored and recorded properly.

To implement and review support plans as directed by the services users and their personal support networks, ensuring person centred delivery of services.

To work in close partnership with colleagues in health services, other agencies, families/carers, and other Council Services in order to achieve a coordinated service based on the support plan, within eligibility criteria.

To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

To undertake relevant training and development appropriate to the role and be an active participant in supervision and appraisal to ensure own development.



To recognise health and safety is a responsibility of every employee, to take reasonable care of self and other and to comply with the Health and Safety policy and service-specific procedures/rules that apply to this role.

Ensure that all records/reports, in whatever format, are completed thoroughly and accurately.

To ensure that own practice is of the required standard by knowing and implementing relevant policies, procedures, and guidance.

To attend appropriate meetings and forums, relevant to the role, and actively promote the service.

Attend regularly all staff meetings and other team meetings as directed by the management.

Promote and represent the Trust at any outside forum attended.

Be aware of and follow all of the Trust's procedures including those relating to fire, health and safety, residents, personnel, public and press relations etc.

Undertake duties at **any** of the Trust's establishments when the need arises. This will include some weekends and bank holidays.

Record **all** financial transactions and ensure the Trust's financial procedures are adhered to.

SIGNED BY JOB HOLDER:

DATE:

SIGNED BY MANAGER:

DATE:

PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level

	Essential Without which the post holder could not be appointed	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
Qualifications		Relevant qualification in the field of housing, social work, or similar profession. NVQ Level 3 in Health and Social Care	Certificates
Experience	A minimum of 3 year's direct experience of working (paid or voluntary) with service users with at least one of the following support needs: substance misuse, offending history, mental health, learning disabilities, single homeless, and a clear understanding of at least two other related groups. Experience of lone working with minimal supervision, ability to manage time effectively and possess good organisational skills.	Experience with self-injurious, and aggressive behaviours	Application form, interview, references.
Skills & Ability	Ability to fully engage with service users in the management and monitoring of their personal budget, but where appropriate seek assistance, support and direction when confronted with high-risk and complex features of a case.	Experience of attending regular statutory multi agency meetings	Application form, interview, references.

	<p>Proven ability to communicate effectively, both verbally and in writing at all levels. Good interpersonal skills.</p> <p>Ability to work methodically with attention to detail and keep good statistics, case notes and records.</p> <p>Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient</p> <p>Demonstrate high emotional resilience to deal with verbal abuse and threatening behaviour.</p> <p>Able to remain calm and deal with difficult/challenging behaviour, in accordance with agreed policy, and in a non-confrontational manner. Including death, fire, self-injurious behaviour, suicide attempts.</p> <p>Be innovative and practical in approaching clients' needs, particularly those who perceive that they have failed in the past.</p> <p>Be assertive and a good communicator, both verbally and in writing, at all levels.</p> <p>Have the ability to manage time effectively and possess good organisational skills.</p>		
Knowledge	<p>Knowledge of personal budgets and personalisation and experience of providing support to a service users who access's a personal</p>		<p>Application form, interview, references.</p>

	<p>budget.</p> <p>Good administrative skills, including basic computer/word processing skills</p> <p>A working knowledge of the Welfare Benefits systems and a good understanding of housing rights in relation to social housing.</p> <p>An understanding of complex needs of service users</p> <p>Have an understanding of and the ability to implement anti-discriminatory practice</p> <p>Understanding of Safeguarding Vulnerable adults</p> <p>Awareness of good professional boundaries, particularly in relation to working with vulnerable adults</p>		
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<p>Other</p>	<p>Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and Bank Holidays if requested. Ability to work in close conjunction with Health, voluntary organisations, and other providers partners.</p> <p>Willing to undertake any appropriate training as required (core and specialist training)</p> <p>Be honest and trustworthy</p> <p>Have a cheerful and outgoing personality and an ability to motivate others.</p> <p>Ability to drive with full driving licence and access to a suitable vehicle.</p>	<p>Self-Awareness</p> <p>Perception of panel from interview that post holder would fit into team</p>	<p>Application form, interview, references.</p>
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