# JOB DESCRIPTION

Job Title: SUPPORT WORKER

Department: Community Services– Reablement Team

Location: Community based

Manager: Head of Community Services

Salary Range: NJC Sale 7-10

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| Overall purpose of the job: To provide specialist support to the people we deliver service to, who have 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.  **Performance Outcomes:** |

To work in the community, usually in the home of the person receiving support, to promote independence and choice. Supporting with the needs identified within 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, with confidence and commitment.

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

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

To deliver service to the people we support with the lead support of the Senior Reablement worker.

**Main Tasks & Activities:**

To provide a broad range of support to meet the people we support’s specific needs. This may include support motivating them to establish daily routines, including cleaning tasks, preparation of meals, prompting of personal hygiene and promoting safe personal care. To provide management of living arrangements, including practical support, to people who have a high risk of self-neglect.

To provide support around collection and monitoring of medication, reporting any concerns to line manager and other relevant professionals.

Actively seek to safeguard everyone we work with within the safeguarding adult’s guidelines and procedures, whilst promoting independence.

Ensure that risks are identified and appropriate assessments are completed.

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 team member. 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.

Regularly attend all team meetings and other meetings as directed by the management.

Promote and represent St Martins at any outside forum attended.

Be aware of and follow all of St Martins’ procedures, including those relating to fire, health and safety, residents, personnel, public and press relations etc.

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

Record **all** financial transactions and ensure St Martins’ 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

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|  | **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.  Proven ability to communicate effectively, both verbally and in writing at all levels. Good interpersonal skills.  Ability to work methodically with attention to detail and keep good statistics, case notes and records.  Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient  Demonstrate high emotional resilience to deal with verbal abuse and threatening behaviour.  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.  Be innovative and practical in approaching clients’ needs, particularly those who perceive that they have failed in the past.  Be assertive and a good communicator, both verbally and in writing, at all levels.  Have the ability to manage time effectively and possess good organisational skills. | Experience of attending regular statutory multi agency meetings | Application  form,  interview,  References. |
| **Knowledge** | Knowledge of personal budgets and personalisation and experience of providing support to a service users who access’s a personal budget.  Good administrative skills, including basic computer/word processing skills  A working knowledge of the Welfare Benefits systems and a good understanding of housing rights in relation to social housing.  An understanding of complex needs of service users  Have an understanding of and the ability to implement anti-discriminatory practice  Understanding of Safeguarding Vulnerable adults  Awareness of good professional  boundaries, particularly in relation to working with vulnerable adults |  | Application  form,  interview,  References. |
| **Other** | 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.  Willing to undertake any appropriate training as required (core and specialist training  Be honest and trustworthy  Have a cheerful and out-going personality and an ability to motivate others.  Ability to drive with full driving licence and access to a suitable vehicle. | Self-Awareness  Perception of panel from interview that post holder  would fit into team | Application  form,  interview,  References. |