



POST: SUPPORT WORKER

SERVICE: HOUSING SUPPORT SERVICE

BASE: THE ACTION GROUP NORTON PARK CENTRE

RESPONSIBLE TO: SENIOR SUPPORT WORKER

SALARY: POINT 17 – 25 £14,403 - £18,063 (PRO RATA)

HOURS: 37 per week

THIS POST REQUIRES AN ENHANCED DISCLOSURE

A. Purpose of the Post – This section tells you how your work contributes to the Vision, Mission and Aims

- You will assist the Team Leader to deliver on the Group’s Mission, Aims and Objectives.
- You will work with the organization in times of change and to ensure we can accomplish the Aims and Objectives.
- You will participate in the strategic planning (business plan) of the Group.
- You will contribute to achieving an increase in membership, participation and consultation throughout the organisation.
- You will implement and maintain The Group’s agreed Service-Quality System in your own service area, make values explicit, and provide support and cooperation to other areas.
- You will participate in The Groups agreed staff training and development programme and contribute to the maintenance of our Investors in People and Charter Mark status.

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B. This section tells you how to contribute to the business plan:

○ B1 - Quality

You will work in a manner that ensures the quality systems in your service area are adhered to.

You will positively cross boundaries to solve problems and improve services.

You will assist the Senior Support Worker to collate information about service quality.

○ B 2 - Investors in People

You will contribute to the organisation maintaining the Investors in People standard.

○ B3- Welfare of Service User's

You will be familiar with the Group's policies and work in a manner that supports the protection, welfare and safety of Service Users and reflects best current practise.

You will promote within the Complaints Procedure, which is in place for all service users.

C. This section relates to your duties as a support worker:

○ C1- Responsibilities

You will have the responsibilities for your own day-to-day work while reporting directly to the Senior Support Worker. They report directly to the Team Leader. The line of responsibility goes to Development Manager then Senior Manager and through them to the Director and ultimately to The Group's Council of Management.

Staff would not be expected to be competent in all areas initially but would be expected to develop towards such standards.

○ C2 - Work to improve individual quality of life

You will develop, implement and review regular planning meetings with individual service users and their parents and carers.

You will practise in the group's Key Worker system, which ensures that each Service User's life plan, goals and aspirations are pursued and achieved.

You will seek the consent and co-operation of Service Users within the Key Worker system.

You will enable Service Users to maintain acceptable and adequate levels of self-care.

You will actively develop meaningful and trusting relationships with Service Users.

You will assist Service Users to gain insight into their behaviour, attitudes and reactions so they can modify it where appropriate.

You will promote Service Users hobbies, interest and activities.

You will monitor, record and produce reports on the progress of Service Users.

You will actively work with Service Users to maximise their ability to communicate effectively and wherever possible to promote self-advocacy.

You will respect and work effectively with Service User's parents, relatives and friends.

○ C3 – Work with groups of Service Users

You will promote the physical and emotional well being of Service Users through personal relationships.

You will assist Service Users to create a way of living that enhances their feeling of security, responsibility and worth.

You will promote a recognition and understanding of others rights and responsibility.

You will actively encourage and promote Service Users to participate in all aspects of community life.

You will participate in regular discussions with all Service Users through meetings etc. to foster mutual understanding.

○ C4 - Work in the community

You will develop and maintain a range of community resources and interests with Service Users.

You will assist Service Users to maintain regular contact with appropriate professionals and other significant relationships in his/her interest.

You will pursue knowledge of and contact with a wide range of local amenities.

○ C5 – Participation in the life of the project

You will support other staff members and colleagues and expect to receive support from them.

You will take part in staff/team meetings, case conferences, discussions, and reviews.

You will demonstrate an ability to be as open and candid as possible about your actions and the actions of others.

You will contribute to and benefit from the total staff team resource.

You will make effective use of supervision with your line manager.

You will communicate openly, fully and effectively with others at all times.

You will ensure that all/any Service User information is kept confidential at all times.

○ C6 – Special Patterns of Work

You will work shift work/flexible rotas, as and when required.

You will do “sleeping-in” duties, as and when required.

You will do waking night care, as and when required.

○ C7 – Other Duties

When required you will carry out house-based administration (including responsibility for Service Users money, household/individual budgeting & equipment maintenance ect.)

You will ensure that any household work wherever possible is carried out by and/or with the Service Users. You may need to attend to this when this cannot be done by the Service Users.

You may be responsible for the preparation of food and for ensuring that the appropriate levels of support and guidance are given to Service Users thus enhancing their skills in food preparation. You will attend to a range of office duties e.g. correspondence etc.

You will be responsible for a number of Service Users case records/files etc.

You will work with Service Users in a respectable manner, ensure they have maximum opportunities to express their rights and are supported to have a voice in the running of their service.

You will ensure/promote effective care and personal development opportunities in respect of service users.

You will assist the Senior Support Worker to operate within agreed budgets.

You will work within the group's policy, procedure and standards at all times.

You will work within the Groups Quality Management systems and cooperated across different service areas.

You will work within the Groups Performance Management system – PRASE

You will undertake any other duties required for this post, as required.

o C8 – Team Responsibilities

You will work effectively as an individual and as a member of an overall team.

You will actively participate in all team meetings, events and team training.

You will actively contribute to team, service area and Group policies, procedures and strategic plans.

D. Confidentiality

In relation to all roles, tasks and responsibilities described above, the highest standards of confidentiality are required of the post-holder.

E. Supervision Received

The post-holder will regularly meet their line manager for supervision as outlined in Groups supervision policy.

F. Amendments

This job description may be amended, following discussions with the post holder, with the approval of the council of management.

July 2005