

Job Title: Support worker

This post carries a GOR (Genuine Occupational Requirement)

Responsible to: Manager

To assist in Housing Management care.

Hours: 36 hours per week, varied shift pattern including day shifts, night shifts and weekend shifts.

Housing management care

1. To ensure the safety and security of the building and its residents, especially when doing lone working.
2. To ensure that routine property maintenance and damage is reported promptly to maintenance staff and to cooperate with them in meeting repair response times.
3. To assist inductions of new residents including explanation of appliances
4. Enforcing rules on the use of drugs and alcohol in the building in so far as misbehaviour is likely to have an impact on other residents or good order
5. To maintain the day book, shift checklists, residents interaction notes, the occupation register, kitchen cleaning checklist and other related administrative recordings as required by the Employees Handbook.
6. To assist in a cleaning schedule that will keep the rehabilitation centre in a good state of cleanliness
7. To assist in a series of specific cleaning tasks that will ensure all pertinent areas of the rehabilitation centre are cleaned
8. To assist in keeping the kitchen maintained to health and safety and hygiene standards.
9. To oversee the laundry rota and issue residents with laundry materials if necessary, as well as instructions concerning the use of the laundry machines.
10. To supervise lone-working shifts as assigned to you
11. To assist the pastoral team in their duties

Resident support

12. To involve them in the day-to-day running of the centre and to ensure that residents are consulted about decisions that affect them.
13. To maintain oversight of the on-going care and support needs to designated residents.
14. To deliver teachings and hold group meetings as part of the residents rehabilitation programme.
15. To implement Carpenters Arms (Midlands) Trust rehabilitation programme by assessing individual needs, establishing a personal action plan and working with the resident to achieve the agreed goals.
16. To provide close support to residents when they move in, ensuring that they are aware of what is expected from them and what they can expect to receive during their stay.

17. To maintain contact with staff of other agencies who have responsibility for referring, supporting and supervising the resident i.e. probation, social services, community mental health, housing, employment, police, drug agencies and other community groups.
18. To attend, in particular, the annual camping trip

Administrative

19. To cooperate with the monitoring of the performance of the rehabilitation centre, especially in team meetings and handover periods.
20. To ensure that rent and other monies due to the Charity are paid regularly and accounted for according to Carpenters Arms (midlands trust) procedures.
21. To maintain residents records and other related administrative recordings as required.

General

22. To participate in the development of the rehabilitation centres overall purpose through attendance of staff meetings, other internal working groups and local inter agency forums where appropriate
23. To assist in aiding general property maintenance and cleaning of communal areas.
24. To cooperate with routine management supervision and to participate in training events as required.
25. To work flexibly as a team member and to cooperate with other team members in maintaining service delivery and improving standards of practice.
26. To maintain working practices that reflect the overall policies, procedures and codes of conduct laid down by management
27. Under the health and safety at work act, all employees are required to take care of their own health and safety and to cooperate with their employers in complying with their statutory duties
28. All staff are required to adhere to the company policy and procedures and keep to the code of conduct as outlined in the Employees Handbook.

Support workers checklist

Daily

- Attend handover meetings
- Ensure your clients are healthy, attending meetings and up to date on current action plan.
- Provide a quality key working service including support plans and filing
- Liaise with the manager regarding the specific needs of residents under your service
- To assist in or lead group teachings
- Liaise with outside organisations for the development of residents (e.g. PACE, CAP, adult education services)
- With team check calendar and help with work/events for staff/residents – follow up.
- Do quick “walk-through” of building checking usual problem areas: fire exits, fridges, lights on, general cleanliness, quiet lounge, etc. – action if necessary.
- Assist the residents in managing their finances
- Access residents files and record information in line with the confidentiality and data protection agreements

- Assist residents with general enquiries
- Assist residents with liaising with other organisations
- General correspondence including emails, letters and telephone calls
- Assisting initial contact with an applicant (pre-application form)
- Assist with referrals (post-application form)
- Assisting with new resident induction
- Conducting new residents inductions including initial search
- Conduct room checks on residents bedrooms
- Take residents into town for town visits
- Take residents to appointments
- Supervise residents on work parties or events away
- Submit the banking
- Assisting completion of the daily checklist for your phase

Weekly

- Check calendar for the next week so as to prepare your clients for any upcoming appointments
- Discuss residents visitor/leave requests with team.
- Review application forms with team.
- Conduct at least one 1 hour key working session with each client per week. Type up the notes on the key working form provided and put into place an action plan.
- Review the clients action plan weekly.

Monthly

- Attend your supervision meeting every 3-months with your supervisor.

As and when needed

- Discuss with team move-on strategy for residents.
- Make viable recommendations for repairs or improvements to the premises.
- Use the camera stations in the office to check on site activity. With team make sure all necessary forms are completed for new residents.
- With team, help allocate keyworker for new resident
- Make sure new residents go to Housing Benefit with 2 days of admission, and that any omissions in paperwork is dealt with swiftly.
- Make sure new residents change address with Job Centre OR make new application for benefits.
- Make sure any Leaving Checklist has been completed properly and items auctioned have been signed.
- Discuss with team move-on strategy for residents

Manager

Name _____

Date _____

Sign _____

Staff member

Name _____

Date _____

Sign _____