

OPPORTUNITY HOUSING TRUST

Mission Statement:

"To empower and support people with a disability to enjoy a valued life in their community".

Opportunity Housing Trust (OHT) is a non-profit making organisation serving communities across South Wales. We provide support to adults of all ages all of whom have some degree of learning disability and some have additional needs due to their age, behaviour and physical problems.

We also provide specialist support to people with Autistic spectrum disorders and people requiring respite services.

We were established in 1985 and are currently celebrating over 20 years supporting adults with learning disabilities. We have grown over those past 20 years to the extent that we now employ over 950 staff providing support to over 200 service users.

We provide support across 6 Local Authorities in South East Wales (Cardiff, Bridgend, RCT, Caerphilly, Pembrokeshire and Ceredigion).

Opportunity Housing Trust is one of the biggest providers of support to people with learning disabilities in the UK. We work to a number of standards including:

- People with learning disabilities have the right to normal patterns of life within the community.
- People with learning disabilities should have the right to be treated as individuals.
- People with learning disabilities have the right to the additional support they need if they are to develop to their maximum potential.
- Support should be provided in a safe environment that preserves dignity.
- We should encourage and support those who can do so to build their independence.
- We should promote the continued development of a high quality workforce.

If you decide to apply for a position within Opportunity Housing Trust you will be expected to adopt these standards in your everyday work life. We will offer comprehensive training packages for all new starters and continued support from your colleagues and managers. Whether you work as Support Staff in one house or in the offices, you will be joining **ONE TEAM** ensuring that we provide effective support to our service users at all times.

SUPPORT DEVELOPMENT WORKER POSTS

Dear Applicant

Thank you for your interest in the above vacancies for Support Development Workers. We are currently looking to recruit Support Development Workers in **Cardiff & RCT**

Please indicate which area you are interested in applying. You may tick more than one box if you are willing to work in either area:

Cardiff

☐

RCT

☐

PLEASE DETACH THIS SHEET AND INCLUDE IT IN YOUR COMPLETED APPLICATION FORM.

Find enclosed an application form and more details about the positions such as a job profile, person specification and job description.

Please ensure that you provide sufficient information in order to meet the required standard. **In most cases this will involve providing extra sheets of paper with your application form.**

Successfully short listed applicants will be invited to interview at a later date.

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JOB DESCRIPTION

JOB TITLE: Support Development Worker

GRADE: Point 14 -19 qualification bar pt 16

RESPONSIBLE TO: Support Team Manager

SUPERVISED BY: Support Team Manager or Assistant Team Manager.

HOURS: As stated in contract of employment, to include evenings,
Weekends, bank holidays and sleep-in duties.

BASE: As stated in contract of employment.

JOB PURPOSE.

To work as part of a team in the provision of overall support and development to service users living in their own homes. The support will be provided in accordance with Individual need and in line with O.H.T's Code of Practice.

MAIN DUTIES AND RESPONSIBILITIES.

- 1. Responsibilities and Support to Service Users to include the planning and development for individual service users.**
- 2. Staff and Personnel Issues**
- 3. Household and Administrative Responsibilities**
- 4. Organisational Responsibilities.**

1.0 RESPONSIBILITIES AND SUPPORT TO SERVICE USERS

- 1.1 To provide continuity and consistency of support, both physical and emotional to service users, which reflect individual changing needs. The support should be provided in a manner that promotes independence.

Physical Support required by individuals **may include**; household and domestic tasks, shopping and diet/food preparation, personal hygiene, dressing and personal appearance.

Active Support. Service Users should where possible, be assisted to undertake most tasks themselves. The level of assistance of support will vary according to individual need. The main aim is for service users to participate as fully as possible in all tasks and activities inside and outside their home.

Emotional Support required by individual may include; the offer of support in a sensitive manner with the ability to empathize and actively listen. To offer advice and guidance to support service users to make informed decisions and exercise their rights.

- 1.2 To assist and encourage service users to become integrated members of their local community, by promoting physical and social presence in community based facilities. eg Educational, Occupational, Social and Leisure.
- 1.3 To act as appropriate role models, when supporting service users to participate in day and evening opportunities. Dressing and acting appropriately, to participate in such daily living activities.
- 1.4 To liaise with families, staff and relevant services to maintain a high standard of support and provision of a quality service to tenants.
- 1.5 To ensure that service users are encouraged and empowered, to express their opinions and views in all areas of decision-making, both at an individual and organisational level.
- 1.6 To monitor and maintain accurate records of income and expenditure for service users personal finances. To act as joint signatory for individual service users. As agreed with the line manager, to act as appointee for individual service users in line with O.H.T's finance policy.
- 1.7 To liaise with Service Users, Case Managers and Support Team Managers in relation to Individual plans.
- 1.8 To take responsibility, as a **Link Worker** for the Development, Implementation and Monitoring of Active Support for tenants. Responsibilities will include:-
1. Individual Planning
 2. Activity and Support Plans
 3. Opportunity Plans
 4. Teaching Plans
- 1.9 To accompany service users on holiday by agreement with the line manager

whilst ensuring compliance with the requirements / expectations of the post .

2.0 STAFF AND PERSONNEL ISSUES.

- 2.1 To participate and contribute to supervision and appraisal sessions, as a joint responsibility, with the appropriate line manager.
- 2.2 To attend and actively participate in both compulsory and relevant training events. To keep accurate records of training and personal development i.e. personal portfolio.
- 2.3 To identify ones own training needs in consultation with appropriate line manager.
- 2.4 To effectively communicate with the staff teams and colleagues, regarding issues relating to individual service users, the house and the organisation.
- 2.5 To participate and contribute to relevant team and area meetings.
- 2.6 To assist with the induction of newly appointed staff, as delegated by the line Manager.
- 2.7 To act as joint signatories to household accounts, as agreed by line manager.

3.0 HOUSEHOLD AND ADMINISTRATIVE RESPONSIBILITIES

- 3.1 To assist in maintaining accurate records; i.e. Service Users personal records, house records, communication books, diaries, food and petty cash expenditure.
- 3.2 To comply where necessary with the regulatory requirements of the Care Standard Act 2000.
- 3.3 To be familiar with the Health and Safety at Work Regulations, and to ensure effective implementation during a span of duty. To assist and liaise with team members in maintaining acceptable standards for the maintenance and security of the house. To report, and where necessary deal immediately with malfunctioning equipment.
- 3.4 To successfully undertake a medication proficiency test at least every twelve months. To update knowledge and understanding of policy change when requested.
- 3.5 To administer and supervise medication to tenants in accordance with O.H.T`s policy and procedures.
- 3.6 To successfully complete ISS training on request and demonstrate proficiency in using the techniques when required.
- 3.7 To have an understanding of all financial and administration systems in operation in the development, to ensure accurate records are maintained with house

finances.

4.0 ORGANISATIONAL RESPONSIBILITIES

- 4.1 **Confidentiality**. To fully understand and observe all matters concerning service users and staff are kept strictly confidential to individual houses, staff teams, and the Trust. **Any breach of the above may be subject to disciplinary action.**
- 4.2 To have an understanding and commitment of O.H.T's Code of Practice, and to be familiar with, and implement any individualised policies and procedures which may affect specific service users.
- 4.3 To be prepared to work at any of the houses within the Trust's Operational area, on either a temporary or permanent basis.
- 4.4 To contribute to internal and external monitoring and review systems.
- 4.5 To have an awareness of, and comply with the Trusts' Equal Opportunities Policy.
- 4.6 To contribute to the development, understanding and commitment of O.H.T's Operational Policy and procedures. E.g. membership and contribution to committees and working parties/groups.
- 4.7 To undertake allocated line manager duties, as agreed jointly with the appropriate personnel, for periods of annual leave and sickness etc.
- 4.8 Be prepared to accept other duties and responsibilities commensurate with the post in light of changing circumstances.

N.B This Job Description is subject to any reasonable adjustment in accordance with changing and developing needs of the service.

NAME.....(Please Print)

DEVELOPMENT.....

SIGNED..... DATE

SUPPORT DEVELOPMENT WORKER PERSON CRITERIA

When filling out your application form, it is important that you refer to the list below and provide evidence in each area:

Must have...

Experience

- 1 years experience and knowledge of working with people with learning disabilities or a similar client group e.g. mental health, elderly, etc.
- Experience and knowledge of Equal Opportunities and anti-discrimination practice.
- Experience of devising and monitoring support plans.
- Experience of following and implementing guidelines and procedures, e.g. work and activity plans.
- Experience of supporting people to liaise with a range of people, e.g. families, GPs, other professionals and agencies.
- Experience and knowledge of teaching people skills & tasks, ie. active support etc.
- Experience of working in a team-based environment, e.g. past employment or voluntary work.

Skills & Knowledge

- The ability to demonstrate good communication skills, both written and verbal.
- Demonstrate an ability to help people to plan by gathering information and writing plans.
- Possess skills in basic household tasks, e.g. Cookery and maintaining a balanced diet, everyday household budgeting, DIY, household maintenance, gardening, hygiene, laundry, ironing and cleaning.
- The ability to demonstrate an ability to work on your own initiative and to use a common sense approach to solve everyday problems.
- Knowledge of Health & Safety in the home.

Attitude

- A willingness to participate in tenant based activities such as hobbies, interests, etc.
- A willingness to attend training events to develop your role within the organisation.
- Demonstrate a self motivated approach
- Must be committed to work towards the required NVQ qualification.
- Experience of issues faced by people with learning disabilities
- Views on issues faced by people with a learning disability

Job Profile - Support Development Workers

Opportunity Housing Trust is a major social care provider in Wales, providing support to people with learning disabilities.

This role is an ideal opportunity for people who have experience in the field of learning disabilities to develop further knowledge and skills. It involves taking a supportive, and where appropriate lead role assisting individuals with the development, monitoring and review of their support services.

We focus on person centred support and involving people within all areas of decision making in their lives. Knowledge and experience of systems such as Person Centred Individual Planning, Structured Skills Teaching and Risk Planning would be advantageous, although support to develop your skills within this area will be provided by Line Management and colleagues.

A number of people need a minimal level of assistance with their everyday living. The emphasis of their support is on an emotional level providing people with advice, a listening ear and a “safe” and non-judgemental environment in which they can express their thoughts, ideas, achievements and fears. You need to be able to actively listen and respond appropriately.

As well as emotional support some people will require varying levels of physical support; this may involve assistance with communicating, eating, and personal care. You will be expected to provide this in a sensitive manner ensuring the person’s dignity and privacy is respected and maintained at all times.

An integral part of your role is the ability to work as part of a team and good written and verbal communication skills are essential. You will be in regular contact with families, advocates and professionals from external agencies, and will be expected to present yourself in a positive and professional manner.

Your Line Manager will provide regular support, training and supervision (both on an informal and formal basis) and comprehensive training will be available via internal services to ensure you have the necessary skills to fulfil your role.

Following successful completion of a probationary period you will be supported to work towards, and achieve a Level 3 in N.V.Q.

The posts include shift work, and you will be expected to work on a flexible rota including weekends and bank holidays. Sleep-in duties are required for which an additional payment is made.