

OPPORTUNITY HOUSING TRUST

JOB DESCRIPTION

JOB TITLE: Senior Support Worker (Pembrokeshire)

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.

