

OPPORTUNITY HOUSING TRUST

JOB DESCRIPTION

JOB TITLE:	Support Worker
GRADE:	Point 11 – 13 (£12, 178 - £13, 272 pro-rata)
RESPONSIBLE TO:	Support Team Manager
SUPERVISED BY:	Support Team Manager or Assistant Team Manager
HOURS:	Agreed contracted hours, 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**
- 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 tenants, 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 when supporting 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, promoting physical and social presence in community based facilities. e.g. Educational, Occupational, Social and Leisure.
- 1.3 To act as appropriate role models, when supporting tenants 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.
- 1.5 To monitor and maintain accurate records for the income and expenditure for service users personal finances. To act as joint signatory for individual service user/household accounts.
- 1.6 To ensure that service users are encouraged and empowered, to express their opinions and views in all areas of decision making, both at individual and organisational level.
- 1.7 To contribute to the development of individual service users by assisting with the planning and practical implementation of Opportunities and Goals identified in;-
 1. Activity and Support Opportunities
 2. Opportunity Plans
 3. Teaching Plans

2.0 STAFF AND PERSONNEL ISSUES.

- 2.1 To participate and contribute to supervision and appraisal sessions, as agreed with 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 user, the house and the organisation.
- 2.5 To keep accurate records of hours worked, and the completion and submission of timesheets.
- 2.6 To participate and contribute to relevant team and area meetings.

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 Standards 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. To update knowledge and understanding of policy change as and when requested.
- 3.5 To successfully complete ISS training and demonstrate proficiency in using the techniques when required.
- 3.6 To administer and supervise medication to service users in accordance to O.H.T.'s policy and procedures.
- 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 user 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 OHT's Code of Practice, and to be familiar with, and implement any individualised policies and procedures which may affect specific tenants.
- 4.3 All staff must be prepared to work at any of the Trust's houses within the Operational area.
- 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 have awareness, understanding and commitment of OHT's Operational Policy and Procedures.

4.7 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..... DEVELOPMENT

SIGNED.....DATE