



## **JOB DESCRIPTION**

**Post:** **Support Worker**

**Responsible to:** **Team Leader**

### **OVERALL OBJECTIVES**

1. To provide housing related support to people with disabilities to enable them to maintain their tenancies and to achieve their aspirations for independent living.
2. This job description is generic and applies to all housing support workers. The duties will be determined by the individual needs of the users being supported. The context in which support is provided may vary according to the users' living environment and may include site-based support, housing management and support, housing management only or floating support only.
3. Depending upon location, the support provided may be to people with physical or sensory disabilities or people with learning disabilities or people with mental health related support needs or a combination of these.

### **KEY TASKS**

#### **1. SUPPORT SERVICES**

- 1.1 Identify users' individual support needs and, through consultation and agreement with the user (and, where appropriate, their Care Manager), devise and implement suitable support plans to ensure that identified support needs are met.
- 1.2 Encourage and support tenants to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support and training as appropriate.
- 1.3 To carry out risk assessments as and when necessary due to the changing needs and aspirations of users.
- 1.4 Ensure compliance with Supporting People standards and Ability policies and procedures.
- 1.5 Organise and provide appropriate support for tenants preparing to move-on to greater independence, including support through the move and resettlement into their new home.
- 1.6 Contribute to the protection of service users from abuse, and support service users when they are distressed.



- 1.7 Liaise with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and other landlords as appropriate.
- 1.8 Advocate for tenants where appropriate.
- 1.9 Adhere to any infection control guidance set forth in the services risk assessment.

## **2. HOUSING MANAGEMENT (Ability HA tenancies only)**

- 2.1 Collect, record and bank rent and other income. Reconcile rent sheets weekly.
- 2.2 Monitor non payment of rent and take action in line with the agreed policy and procedure on arrears. Provide debt counselling where appropriate.
- 2.3 Participate in the assessment and selection of tenants ensuring that good practice and equality of opportunity is followed.
- 2.4 Ensure tenants understand their tenancy agreement, their rights and obligations, and report any breaches to Team Leader/Service Manager\*.
- 2.5 Monitor the provision of housing services (heating, cleaning, provision of furniture, etc.), where applicable.
- 2.6 Liaise, consult with and actively support tenants meetings, encouraging participation in decision making processes.

## **3. PROPERTY MAINTENANCE (Ability HA tenancies only)**

- 3.1 Report, order and inspect day to day repairs and estate maintenance, monitoring the performance of the Association's contractors.
- 3.2 Ensure that fire and other equipment is regularly serviced, tested and complies with health and safety requirements.
- 3.3 Carry out risk assessment and hazard reporting in line with health & safety policy and procedures.

## **4. STAFF & TEAM WORKING**

- 4.1 Work within a team, supporting colleagues and attending team meetings, recording and sharing information appropriately and confidentially.
- 4.2 Keep up to date with issues relevant to housing & support, welfare benefits and other relevant legislation.
- 4.3 To undertake all core training required for this post and other training and professional development activities as required.



- 4.4 Undertake other delegated tasks and responsibilities that fall within your capabilities.
- 4.5 To be aware of Ability's values, policies & procedures that are current at any time and always to carry out duties accordingly.
- 4.6 To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties.



Qualities	Criteria	How Assessed	Score
<b>SKILLS</b>	Listens and communicates effectively	Application form, test & interview	
	Basic numeric & reasoning skills Problem Solving Skills	Application form, test & interview  Test & interview	
<b>KNOWLEDGE AND VALUES</b>	Understanding of and commitment to the values of Ability Housing Association	Application Form & Interview	
	Commitment to promoting independent living for people with disabilities Commitment to working to the Social Model of Disability	Application Form & Interview  Interview	
<b>ATTITUDES</b>	Ability to work on instruction, plan and prioritise work independently	Interview	
	Ability to work well with colleagues as part of a team	Interview	
	Reacts positively to change & improvements	Interview	
	Courteous & respectful to all customers	Interview	
	Accepts responsibility for own actions	Interview	

3 = full evidence 2 = partial evidence 1 = weak evidence 0 = no evidence