



JOB DESCRIPTION

Post: Support Worker

Responsible to: Team Leader

OVERALL OBJECTIVES

1. To provide support and personal care in accordance with an agreed care or support plan to people who want to live more independently ("Customers") to enable them to achieve their individual aspirations and goals. This will involve supporting people in their homes (or where they're living at the time) with things like washing, bathing or cleaning themselves, getting dressed or going to the toilet as well as the supervision and prompting of an individual to carry out daily living tasks themselves
2. This job description is generic and applies to all-support workers. The duties will be determined by the individual needs of the customers being supported. The context in which support is provided may vary according to the customers users' living environment and individual needs, which 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 in line with assessment needs 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 identified risks arising out of the support planning process ensuring that identified actions and intervention are implemented.
- 1.4 To write support plans in partnership with the customer and in accordance with identified needs and Ability's support planning guidelines from the point of referral.



- 1.5 Ensure compliance with regulatory and contract monitoring standards Ability policies and procedures.
- 1.6 Support customers to progress and achieved agreed goals and outcomes thereby enabling move on within specified timelines and increasing the throughput of service.
- 1.7 Adhere to local Safeguarding policy, to protect customers from all types of abuse and to provide emotional support when required.
- 1.8 Liaise with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and other landlords as appropriate.
- 1.9 Advocate for tenants. Actively participate and advocate for customers when required in review meetings.
- 1.10 Adhere to Ability's policies, procedures and guidance.

2. HOUSING MANAGEMENT (Ability HA tenancies only)

- 2.1 Support the Housing Officer to ensure that the customers understand their tenancy agreement, their rights and obligations, and report any breaches to Team Leader/Service Manager*.
- 2.2 Support customers to report faults. If they are unable to, report the fault on behalf of the customer, ensuring that this is done in a timely fashion. Liaise with Housing to ensure repairs are completed and communicate delays to customers.
- 2.3 Liaise, consult with and actively support tenants' meetings, encouraging participation in decision making that shapes the service they receive.

3. PROPERTY MAINTENANCE (Ability HA tenancies only)

- 3.2 Liaise with Housing to 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 or as assigned by the manager.
- 4.5 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 |
|-----------------------------|--|--|-------|
| SKILLS | Listens and communicates effectively | Application form, test & interview | |
| | Basic numeric & reasoning skills Problem Solving Skills | Application form, test & interview Test & interview | |
| KNOWLEDGE AND VALUES | 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 | |
| ATTITUDES | 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