

JOB DESCRIPTION

| Job Details | | | |
|---------------------|-------------------------------|-----------|---------|
| Job Title: | Support Worker (Group Living) | | |
| Team/Department: | Group Living | | |
| Reports to: | Team Leader/Team Manager | Location: | Various |
| Appointment period: | Permanent | Hours: | 36.92 |

| Job Purpose |
|---|
| To be responsible for the provision of 24/7 support for Vulnerable people (Service Users) for Bedspace within a staffed Group Living house. |

| Main Duties & Responsibilities |
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| <ol style="list-style-type: none"> 1. To assist the Service Users allocated Social Worker in the delivery of the service. <ol style="list-style-type: none"> a) Deliver ASDAN independent living programme. b) Conduct welcome and induction for Service Users c) Ongoing assessments of Service Users' needs d) Provide ongoing support and monitoring of Service Users e) Assist in access to education and health provisions. f) Preparation of reports g) Maintaining regular contact with Service Users h) Informing Service Users of support groups i) Assist Move-On of Service Users 2. To accurately record, create, maintain and update electronic records in respect of our Service Users. 3. Light household duties and cleaning. 4. To prepare for and attend meetings as required or directed. 5. To provide mediation to Service Users as required and/or directed. 6. To effectively use IT packages to support the work of the company. 7. To work effectively and cooperatively across multi disciplinary teams. 8. To observe and maintain strict confidentiality in respect of the Service Users, Clients and Company. 9. To pro-actively assist in the development of policies and procedures of the Company. 10. To report any housing issues to the Services Department and to assist, where required, in the resolution of any defects. 11. To undertake On-Call duties as directed. 12. To participate, where required, in office reception duties. |

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Main Duties & Responsibilities

13. To be able to work a 24/7 shift - sleeping and/or waking nights. Shifts are generally 10am - midnight with a midnight - 8am sleep.
14. Able to show flexibility to cover all offices across the company as and when required
15. To support the management team in implementing policy decisions and objectives.
16. To carryout 1:1 meetings with the young person and record appropriately on REMAS.

General Accountabilities

1. Ensuring the highest standards of quality are achieved in all duties carried out.
2. Communicating effectively within the team, with other teams and across the company.
3. Conducting all activities in a manner in line with the company's vision, promoting good external relations and a positive image of the company.
4. Responsible for meeting individual performance targets as agreed with the post holder's manager.
5. Supporting the culture of cross sectional working, encouraging a culture of project work focusing on the objectives of the company. Actively participating or leading in projects and corporate tasks as required.

Health and Safety

The post holder is required to carry out the duties in accordance with the company Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Confidentiality

The post holder is required to observe and maintain strict confidentiality in respect of Service Users, clients and all company information.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be mutually agreed with the post holder.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

| Requirements | | Essential / Desirable | How Assessed |
|--|--|--|--------------|
| Qualifications | High standard of general education. | E | |
| | NVQ Level 3 Health & Social Care - Children and young People (CCYP) or equivalent. | E | |
| | Enhanced DBS record. | E | |
| | Willingness to undertake further training. | E | |
| | Current full driving licence with business Insurance. | E | |
| Experience | In a relative social care environment. | E | |
| | Experience of working in a Residential setting | D | |
| | In dealing with individuals from ethnic minority groups. | E | |
| | In dealing with vulnerable people from possible problematic background. | D | |
| | In conflict management. | D | |
| | Frequent use of computerised admin systems in busy working environment. | E | |
| Aptitude | Good written, verbal, and communication skills. | E | |
| | Negotiation skills. | E | |
| | Able to work to tight deadlines and be computer literate. | E | |
| | Able to deal with conflict situations in a calm yet firm manner. | E | |
| | Able to make quality decisions under pressure. | E | |
| | Effective use of time management. | E | |
| | Take on new ideas and be adaptable to 'change'. | E | |
| | Able to follow policies and procedures taking appropriate action when necessary. | E | |
| | Knowledge | Working knowledge of supported living requirements and issues. | E |
| Understanding of housing issues affecting vulnerable People. | | D | |
| Understanding of current issues affecting Vulnerable People. | | E | |
| Disposition | Enthusiastic and confident with a positive attitude. | E | |
| | Versatile, flexible and cooperative approach to work. | E | |
| | Work effectively across multi-disciplinary teams. | E | |
| | Ability to maintain confidentiality. | E | |
| | Credible with staff and Service Users. | E | |
| | Willingness to work unsocial hours | E | |

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| Requirements | | Essential / Desirable | How Assessed |
|--------------|-------------------------------|-----------------------|--------------|
| | Committed to self-development | E | |

Job Specific Competences

| | |
|--------------------------------|---|
| Communication | <ul style="list-style-type: none"> Sharing information on a need to know basis only, both verbally and non-verbally, encouraging others to speak and listening to their views. Selects appropriate means of communicating. Listens, receptive to ideas and the feelings and concerns of others. Tolerates differences and is willing to listen to others views. Displays ease in establishing and maintaining rapport across hierarchical and functional boundaries. |
| Team Work | <ul style="list-style-type: none"> Supporting, co-operating and working with others to achieve common objectives. Motivates self and others to achieve team objectives. Can work in a climate where people can work together and learn from each other. Respectful of others in the team. Recognises the importance of trust and tolerance of failure. |
| Customer Service | <ul style="list-style-type: none"> Accurately identifying the needs of internal and external customers and works to exceed their expectations. Takes pride in turning a negative situation into a positive one. |
| Planning and Organising | <ul style="list-style-type: none"> Identify meaningful, practical techniques and processes that allow priorities to be met. Adapts to changes and revises the plan accordingly, communicating and working to the new plan. |
| Problem Solving | <ul style="list-style-type: none"> Takes action to avoid problems or resolve with solutions that fits the needs of the business. Generates or finds a variety of possible solutions to solve problems. |
| Resilience and Tenacity | <ul style="list-style-type: none"> Overcomes obstacles and delivers results by showing tenacity and persistence. Takes responsibility for their own mental and physical well-being. Deals with setbacks in a mature manner. Pursues goals with resolve, in the face of obstacles, setbacks and pressure of other work. Takes full responsibility for their decisions. |
| Self Development | <ul style="list-style-type: none"> Ability to identify and maintain a high standard of professionalism and performance by identifying and creating self development opportunities. Seeks feedback in order to improve performance. |
| Motivating | <ul style="list-style-type: none"> Encourages and supports others, making them want to achieve both organisational and personal objectives. Inspires trust and confidence in others by being fair, open and accessible and is seen to advise and support others. |
| Managing Change | <ul style="list-style-type: none"> Makes change happen, looks ahead to assess the need for change and sells the benefits. Escalates issues to ensure that obstacles do not prevent change happening. |
| Improving Performance | <ul style="list-style-type: none"> Identifies methods of improving own and others' performance to meet organisational objectives. Is willing to impart knowledge and information to others and give feedback pro-actively. |

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Essential/Desirable:

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)

| Mandatory Training | Frequency | Delivery Method |
|---|--|-------------------------|
| Welcome Day which includes: Safeguarding & Safeguarding Board info Exploitation – Sexual and Criminal (inc. County Lines) Medication Awareness Attachment Theory Complaints Procedure | Once | Face to Face/E-Learning |
| Full comprehensive induction to cover all policy and procedures | Once and as required | E-Learning |
| Impact of Substance Misuse | Once and as required | E-Learning |
| First Aid | Every year Appointed First Aiders – every 3 years | E-Learning |
| Fire Awareness | Every Year Appointed Fire Wardens – every 3 years | E-Learning |
| Health and Safety | Every 2 years | E-Learning |
| Driver Awareness (where relevant) | Yearly | E-Learning |
| Display Screen Equipment Group Living/Solo Placements Only | Yearly | E-Learning |
| Mental Health Awareness | Once and as required | E-Learning |
| Manual Handling | Once and as required | E-Learning |
| GDPR | Every 2 years | E-Learning |
| Equal Opportunities | Every 2 years | E-Learning |
| Safeguarding (Existing Staff) | Every 2 years | E-Learning |
| COSHH | Once and as required | E-Learning |
| Lone Working | Every 2 years | E-Learning |
| ASDAN including: Risk Assessment | Ongoing | E-Learning |
| Duty of Care | Every 2 Years | E-Learning |
| Food Hygiene | Every 3 years | E-Learning |
| De-escalation | Once and as required | E-Learning |