| 1. **Job Details** | | | |
| --- | --- | --- | --- |
| Job Title: | Support Worker | | |
| Team/Department: | Solo Placements | | |
| Reports to: | Team Leader | Location: |  |
| Appointment period: | Permanent | Hours |  |

| **Job Purpose** |
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| To be responsible for the provision of 24/7 one on one support for Vulnerable people (Service Users) for Bedspace. |

| **Main Duties & Responsibilities** |
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| 1. To assist the Service Users allocated Social Worker in the delivery of the service.    * 1. Deliver ASDAN independent living programme.      2. Conduct welcome and induction for Service Users      3. Ongoing assessments of Service Users’ needs      4. Provide ongoing support and monitoring of Service Users      5. Assist in access to education and health provisions.      6. Preparation of reports      7. Maintaining regular contact with Service Users      8. Informing Service Users of support groups      9. 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 report any housing issues to the Services Department and to assist, where required, in the resolution of any defects. 10. To be able to work a 24/7 shift - sleeping and/or waking nights. Shifts are generally 10am - midnight with a midnight - 8am sleep. 11. Able to show flexibility to cover all properties within a 70-mile radius as and when required 12. Implement and review risk assessments and risk management plans. 13. To carryout 1:1 meetings with the young person and record appropriately on REMAS. 14. To attend team meetings and supervisions when required as directed by management.   **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.

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/**  **Requirement** | High standard of general education. | E |  |
|  | NVQ Level 3 Health & Social Care - Children and young People (CCYP) or equivalent, or willingness to work towards | 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 a variety of backgrounds. | 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 | E |  |
|  | Confident on a computer and with Microsoft packages | 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 |  |
|  | To meet administrive targets | E |  |
|  | Ability to risk assess situations effectively | 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, including staying on shift until the next person arrives when needed. | E |  |
|  | Committed to self development | E |  |

**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.)