



JOB DESCRIPTION

Job Title: Support Worker – fixed term contract

Job Summary: To provide support to Service Users with ongoing mental health needs.

To be responsible for the day to day management of the home.

Hours of Work: As detailed in contract.

Leave: 6.6 weeks per annum pro rata inclusive of bank holidays, pro rata

Additional leave is awarded following 5 and 10 years' service.

Responsible to: Team Leader / Operational Manager

Responsible for: Domestic Staff

Main Duties:

- To provide support to Service Users and promote the development of life skills by:
 - Assisting Service Users in the planning and preparation of meals / shopping.
 - Assisting Service Users to participate in cleaning, cooking and laundry.
 - To address social exclusion and the development of social skills by encouraging Service Users to develop social links outside their home, signposting to relevant community based services and activities.
 - To provide emotional support to build confidence and self-esteem.
 - Supporting Service Users to develop financial management skills.

- To encourage Service Users to adopt a healthy life style.
- To draw up individual support plans based on assessed needs, working closely with staff from other agencies where relevant, and seeking advice from the Line Manager as necessary.
- To support the Service Users both as individuals and as a group, encouraging the development of a friendly and mutually supportive environment.
- In consultation with the Line Manager, to draw up Support Worker reports and participate in Service Users' reviews.
- To ensure Service Users' files are accurate, up to date and kept in a secure manner.
- To assist Service Users in obtaining grants / benefits to which they are entitled, liaising with appropriate departments as necessary.
- To ensure there is an adequate supply of food and household necessities for the smooth running of the home.
- To maintain records of expenditure, and ensure that expenditure remains within the limits of the home budget and taking advice from the Line Manager.
- To ensure the property is maintained in a good condition, both internally and externally.
- To manage the scheme's domestic staff and to bring any issues with the cleaning specification to the attention of the Supported Housing Officer.
- To report promptly any repairs or maintenance which may be required to the NH&S office, liaising with the Admin Team/Supported Housing Officer as appropriate.
- To report to the Line Manager any failure of the Service Users to keep to the terms of their Licence / Tenancy Agreement.
- To work with the Line Manager and Supported Housing Officer to address arrears, taking remedial action to avoid the buildup of debt.
- To work as part of a team, providing cover for other supported housing schemes as required.
- To attend supervision sessions, Team Meetings and other meetings as required including Management Committee Meetings.
- To work within the policies and procedures of Norton Housing and Support Ltd.

- To carry out any other reasonable duties, as required by the Operational Management Team or Management Committee.

Data Protection and Confidentiality:

To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by;

- Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.
- Protecting computer systems from unauthorised access – e.g. maintaining the security of your password, not bypassing security software.
- Promptly reporting to your Line Manager any data breaches that you become aware of.