



## **JOB DESCRIPTION**

**Job Title:** **Support Worker (Domestic and Independence)**

**Job Summary:** To provide one-to-one support, focused on Domestic and Personal Independence, to Service Users with ongoing mental health needs, in line with individual support plans and personal goals, ensuring these are delivered following NH&S organisational values:

- Person-centred
- Empowerment
- Respect
- Inclusiveness
- Integrity
- Working in partnership

**Hours of Work:** 20 hours per week

**Location:** This role requires in-person working at sites across Leicester and Leicestershire.

**Leave:** 6.6 weeks per year inclusive of bank holidays.

2 days additional leave (pro rata) is awarded following 5 and 10 years' service.

**Responsible to:** Support Manager

**Responsible for:** Not applicable.

## Main Duties:

- Providing one-on-one support to individuals living within our supported housing schemes who have complex needs and often dual diagnoses which can include, Schizophrenia, Personality Disorders, Bipolar and neurodivergent conditions.
- Work towards individual service user support plans and personalised goals to promote the development of life skills. Working closely with staff from across the team and seeking advice from the Line Manager as necessary taking a positive, proactive, and asset-based approach to support sessions.
- Support residents to;
  - Maintain their personal hygiene and living environment in a healthy and achievable way
  - Build their confidence to attend external activities and events that support their well-being.
  - Sustain their independence through developing financial management skills and maintaining personal budgets.
  - Communicate effectively with external agencies and service providers.
  - Develop domestic skills including healthy cooking and washing.
  - Attend Group Activities and resident engagement opportunities.
  - Increase their physical activities to help maintain physical and mental well-being.
- Address social exclusion and the development of social skills by encouraging Service Users to develop social links outside their home, signposting and helping them to engage in relevant community-based services and activities.
- Occasionally support the delivery of supported group activities and other opportunities that add value to the lives of NH&S residents.
- Monitor and evaluate individuals' progress (using NH&S Personal Goal Plan), identifying any emerging needs, and responding to these with a proactive and dynamic approach to encourage and sustain personal independence and social skills.
- Identify risks and/or safeguarding concerns and report promptly to the Line Manager and/or the organisations Safeguarding Lead as appropriate.
- Participate in Service Users' reviews as part of a whole-team approach to support plans.
- Ensure Service Users' files are accurate, and up to date through the creation of prompt support session logs utilising the online software.
- Assist Service Users in obtaining grants/benefits to which they are entitled, liaising

with appropriate departments as necessary.

- Keep timely, accurate and relevant records as required by the Operational Management Team – including records of expenditure and timesheets.
- Report promptly any repairs or maintenance that are noted or made aware to you within service user properties, to the Housing Co-ordinator.
- Report to the Line Manager any concerns where Service Users are not keeping to the terms of their Licence / Tenancy Agreement.
- Work with the Line Manager and other relevant team members to address arrears, taking remedial action to avoid the buildup of debt.
- Work as part of a team, providing cover for other Support Team members as required.
- Attend supervision sessions, Team Meetings, training and other meetings as required.
- Work within the policies and procedures of Norton Housing and Support
- 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.