

## JOB DESCRIPTION

**Job Title: Support Worker**

**Department: Supported Accommodation (Merseyside)**

**Responsible to: Service Manager**

1. **JOB SUMMARY**

To provide personalised support to each tenant in line with the individual’s person-centred plan. To assist people to live as tenants and citizens in the local community. Support must be consistent with people’s rights, choices and responsibilities. For example:

* To see the people we support as valued customers of our service
* To support people by planning ‘with them’ and not ‘for them’
* To create a support package that is holistic and led by the needs and preferences of each individual
* To support people to make informed choices

The level of support will vary according to the agreed level of support required and informed choice.

Support workers may provide support to individuals with a variety of different needs and conditions which may include mental health conditions, learning disabilities, acquired brain injuries, physical disabilities, autistic spectrum disorders, neurological impairments, psychiatric and clinical needs, addiction issues, complex behaviour and other needs.

You will be required to work flexibly on a rota basis to meet the needs of the service, this includes weekends, bank holidays and sleep ins.

1. **LOCATION**

The post will be based at one of the Imagine services within the area covered by the Merseyside region but post holders will be expected to work flexibly as a part of a cluster and work at any site as required.

1. **SUPERVISORY RESPONSIBILITY**

This post has no direct supervisory responsibilities but there is of course a duty upon all employees to be aware of appropriate service standards and to report any breach of standards to someone in authority.

1. **MAIN DUTIES - *Under the guidance of the Registered Manager***
* Take part in helping people draw up their person-centred plan and follow the agreed action plan
* Work in partnership with others to allow independence of choice
* To act with integrity and to identify opportunities to celebrate achievements to allow a positive, respectful and trusting relationship to grow
* Support people to improve their confidence and self esteem
* Support people to make informed choices around a health lifestyle including physical health and improving self care
* Support people to manage their own physical, mental health and wellbeing in a positive manner
* Support people to meet their leisure, work, social, emotional and spiritual needs
* Support people to access the community and taking part in community activities
* Support people to manage finances to meet domestic responsibilities and personal aspirations
* Provide advice and support with domestic tasks and practical issues such as dealing with neighbours and keeping their house clean
* Support people to access other services
* Support people who may have alcohol and/or drug issues
* Support people to maintain the safety and security of their home
* To prompt individuals and undertake personal care duties as required.
* To write up and record activities undertaken
* To complete risk assessment in accordance with Imagine policy and procedure
* To report any significant change in an individual’s health, behaviour or wider situation to a manager and liaise with clinical teams.
* To attend, as appropriate, case conferences, reviews etc

**5. GENERAL DUTIES**

* To treat all people with dignity and respect
* To promote an environment free from bullying, harassment and intimidation
* To take responsibility for own health and safety and that of tenants and to report areas of risk to the Registered Manager
1. **REQUIREMENTS**

***All employees are expected to:***

* Act with integrity at all times and with a proactive professional manner.
* Ensure that principles of quality are included in all aspects of work
* Always be responsive to client and partner priorities
* Adhere to all Imagine policies and procedures and work within ISO standards at all times.
* Demonstrate working within the organisations objectives
* Comply with safeguarding, health and safety and any other statutory regulatory requirements
* Undertake any other tasks which may be requested from time to time by the organisation
* Safeguard all organisation property or privileged knowledge.
* Meet targets and objectives as set by the line manager
* Undertake all duties and tasks in an efficient accurate manner resulting in excellent service provision.

**6. TRAINING and DEVELOPMENT**

* Commitment to continuous personal development and participate fully in relevant training and learning
* Attend and participate in staff meetings
* Attend and participate in regular supervision and an annual personal review
* To contribute to the learning of other staff

**7. EQUAL OPPORTUNITIES**

Imagine aims to provide high quality services to enhance the quality of life of people experiencing disadvantage. In order to fulfil this aim it operates a policy of equal opportunities to ensure that no client, job applicant, employee, volunteer or carer is discriminated against either directly or indirectly on the grounds of gender, age, race, colour, sexuality, nationality, religion, ethnic or national origin, disability or marital status.

**8. CONFIDENTIALITY**

In the course of your duties you may have access to confidential information about individuals or about Company business. Under no circumstances must this information be communicated to anyone other than the authorised persons. These may include medical or other professional staff who are involved in the care and treatment of the person. If in doubt refer to the Line Manager.

*Please note that this job profile may be amended to meet the needs of the service and does not preclude other tasks as directed by the team leader. Alteration will be discussed in advance with the post holder whose agreement will not be unreasonably withheld. The job description does not form part of your contract of employment.*

*Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

When completing your application form please bear in mind that short listing will be undertaken against the evidence presented by you of how you meet the essential criteria detailed in the person specification**.**

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| **PERSON SPECIFICATION** **Support Worker (Supported Accommodation)** | **Essential/Desirable** | **Method of Assessment** |
| **Qualifications**1. NVQ 2/3 Health & Social Care
2. Care certificate or willingness to work towards.
3. First Aid Certificate
4. Manual Handling
 | DDDD | App formApp formApp formApp form |
| **Skills/Knowledge/Abilities**1. Commitment to supporting people consistent with their rights, choices and responsibilities
2. Demonstrate a positive attitude to people with mental health problems
3. Ability to provide sympathetic, emotional and practical support to tenants
4. Ability to support tenants to make informed choices within their daily lives
5. Good verbal communication skills and ability to listen sensitively to others
6. Good written English skills to be able to complete record keeping
7. Good interpersonal skills
8. An understanding of how to promote inclusion for people with mental health needs at all levels
9. Domestic skills relating to general household tasks (cooking, cleaning, shopping and managing money)
10. Knowledge of safety issues in a domestic setting
11. Creative problem-solving skills
 | **E****E****E****E****E****E****E****E****E****E****D** | App form/interviewApp form/interviewApp form/interviewInterviewApp form/interviewApp form/interviewInterviewApp form/interviewApplication formApp form/interviewInterview  |
| **Experience (paid or voluntary work)**1. Experience of working with people with mental health and/or disability issues
2. Understanding of person centred working
3. Providing support and/or care to adults with special needs
4. Working with and relating to people from a wide variety of backgrounds
5. Working as a member of a team
 | **E****D****D****E****E** | App form/interviewApp form/interviewApp form/interviewApp form/interviewApp form/interview |
| **Personal Attributes**1. Reliable and trustworthy
2. Ability to work flexible hours, covering 24 hours/7days – including sleep-ins
3. Flexible and responsible
4. Non-judgmental
5. Enjoys a challenge
6. Sense of humour
7. Sensitive & approachable
8. Willingness to attend training courses and events
 | **E****E****E****E****D****D****E****E** | InterviewInterview InterviewInterviewInterviewInterviewInterviewInterview |

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| **Training Matrix** |
| **Aims and values** * Understanding the organisation aims, objectives, strategic goals
* Client pack
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| **Supported Accommodation Services across Merseyside*** Aims of service, targets inc. social inclusion and recovery targets.
* Communication and interaction with different parts of the organisation
* Internal and external customers – referring agencies, voluntary sector partners, CPAs
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| **Role of Support Worker** Key tasks within team |
| **Role specific training** Onsite induction – intro to staff and relevant procedures |
| **Organisation processes**Supervision, support & development; annual leave, sick leave, timesheets; Ensuring quality of provision; policies and procedures |
| **Social Inclusion training** |
| **Skills for Care Certificate** |
| **Client processes*** Initial assessment & review processes; Shadowing and competency for visits/referrals and assessments
* Person Centred Action planning & outcome and asset focused approach
* Imagine Database, Incident reporting Procedures
* GRIST (risk screening and assessment tool)
* Psycho-social intervention & psychologically informed approach.
* Motivational interviewing techniques
* Challenging behaviour inc. de-escalation techniques
* Co-production & Client involvement – co-delivered by Imagine User Led Members
* My Shared Pathways person centred plan - empowering independence/move-on
* Dignity in Care – protecting rights of individuals in our care
* Mental capacity Act, Deprivation of Liberty and Mental Health Act Law
* Specialist training e.g. drug & alcohol; AD-self-harm reduction model**;** Autism Awareness; Disability Awareness, working with personality disorder, Cognitive Analytical therapy techniques
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| **Safeguarding**: Types of abuse; preventative action reporting abuse internal/ external; compliance with Mental Capacity Act/Deprivation of Liberty Safeguards |
| **Whistleblowing** on poor practice or unsafe care**Bullying & Harassment; Handling complaints** |
| **Equality & Diversity:** recognising & combating discrimination, promoting equality of opportunity (Equality Act 2010) |
| **Health & Safety:** reducing risks to health, safety, and well-being; legislation (H&S at Work Act 1974), use of equipment, manual handling, reporting and handling accidents, injuries and emergencies; **fire prevention**; **COSSH** regulations & responsibilities; **Food hygiene certificate; Infection control** role, legislation & risk assessment |
| **Medication:** role, responsibilities, legislation, how to receive, record, store & dispose; types of medication |
| **Understanding MAPPA (Multi Agency Public Protection Arrangements:** role, legislation & who is involved |
| **Lone Working:** managing and minimising risk, personal safety and good practice, Guardian 24 lone working system |
| **First Aid:** Basic Life Support, scene safety, initial assessment, recovery position, CPR for children and adults |
| **Cyber Security:** different types of cyber threats, increasing cyber security, how to prevent & recognise cyber attacks |
| **Display screen equipment:** understanding regulations, how to use and correctly adjust work station, understanding how to keep healthy when using computers, smartphones |
| **Document and record keeping:** understanding standards and best practice, understanding legislation, client involvement in record keeping |
| **Mental Health:** understanding mental health, recognising and responding to symptoms, how to support someone, understanding stigma and discrimination; **Other MH units** e.g. anxiety & depression, bipolar, OCD, Eating disorder**Self-harm awareness; suicide awareness** |
| **Protecting personal information – Data protection** understanding responsibilities, principles, current legislation, data subject rights; **Understanding GDPR** |