



## JOB DESCRIPTION

<b>Job Title: Support Worker</b>	<b>Responsible to: Services Manager</b>
<b>Location: Bethany House, Exeter</b>	
<b>The Role</b>	<b>Key Activities</b>
<p>Support people to improve their wellbeing, make links with their local communities and manage their homes.</p> <p>Work alongside people to support them in meeting their potential in all areas of their lives.</p> <p>Be responsible for the delivery of high quality support in our accommodation services and/or to provide visiting support to people in their own homes.</p> <p>Work in partnership with clients to provide the best possible service</p> <p>Foster hope and create the conditions in which people can be enabled to live independently and be empowered. Support people to recover meaning, purpose, choice and control in their lives.</p>	<ol style="list-style-type: none"> <li>1. Liaise with colleagues from other agencies and make referrals to these as appropriate.</li> <li>2. Assist clients to develop an individual support &amp; safety plan by identifying goals and assessing barriers to reaching goals</li> <li>3. Advise on tenancy issues, welfare benefits, financial and budgeting matters</li> <li>4. Address practical and emotional needs - from helping clients to find employment, training or educational opportunities, to enabling them to grow in social confidence</li> <li>5. Ensure the safety of clients, staff and the wider community.</li> <li>6. Develop close links with the local community, promoting a greater understanding of people with support needs whilst promoting equality, diversity, accessibility and inclusion.</li> <li>7. Challenge discrimination and stigma and work to the social model of disability.</li> <li>8. Deliver individual and groups support sessions with clients</li> <li>9. Plan, monitor, evaluate and report on work with clients</li> <li>10. Promote our services to interested parties</li> <li>11. Work closely with relevant statutory and voluntary organisations, making sure clients are referred to appropriate agencies</li> <li>12. Support the Staff Team with operational planning, monitoring and evaluation of the service(s)</li> <li>13. Follow all policies and procedures and in particular those in respect of Risk Assessment and Safety Planning, Professional Boundaries and Lone Working, Safeguarding Adults and Safeguarding Children and other good practice guidelines or legislative requirements as required.</li> <li>14. Adhere to all company policies and procedures at all times, particularly Health and Safety legislation and be responsible for your workspace</li> <li>15. Any other reasonable duties required of you in your role as required</li> </ol>

What do you need to do the role	It would be good if you also had
<p>Educated to GCSE standard in English and Maths at foundation level (Grades D –G) or a relevant national qualification equivalent to GCSE</p> <p>Ability to proficiently use Microsoft Word 2003, Outlook, Outlook Calendar and Excel</p> <p>Relevant experience (paid or voluntary) of working in a supported housing environment, community or social work.</p> <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>- Supported housing and housing related issues</li> <li>- Recovery approach</li> <li>- Personalisation</li> <li>- Client involvement and empowerment</li> <li>- The benefits system</li> <li>- Debt</li> <li>- Needs assessment and support planning</li> </ul> <p>Understanding of lone working, professional boundaries and confidentiality issues</p> <p>Skills:</p> <ul style="list-style-type: none"> <li>- Assertiveness</li> <li>- Negotiation and influencing</li> <li>- Judgement</li> <li>- Customer Service</li> <li>- Team Working</li> <li>- Communication Skills</li> <li>- Listening</li> <li>- Prioritisation</li> <li>- Organisational</li> </ul> <p>Abilities:</p> <ul style="list-style-type: none"> <li>- Work under pressure to meet required deadlines</li> <li>- Work Methodically</li> <li>- Work on own initiative</li> <li>- Solution-focused thinking</li> <li>- High quality report writing</li> <li>- Manage crisis / emotional distress calmly, empathetically and professionally</li> <li>- Monitor and deal sensitively with a wide range of people</li> <li>- Communicate effectively within a team structure and work appropriately with confidential information</li> </ul> <p>Commitment to Equality and Diversity</p> <p>Ability to work flexibly with some element of homeworking</p>	<p>Education to GCSE standard in English and Maths at intermediate level, or a relevant national qualification equivalent to higher level (Grades A* – C)</p> <p>NVQ Level 2 in Supported Housing (or equivalent)</p> <p>Experience of working with people with any of the following issues:</p> <ul style="list-style-type: none"> <li>- Domestic Abuse</li> <li>- Drug and alcohol misuse</li> <li>- Mental health issues</li> <li>- Sensory disability</li> <li>- Young people</li> <li>- Ex-offenders</li> <li>- Welfare Benefits / Debt</li> </ul> <p>Group facilitation skills</p> <p>Deaf/blind communication skills</p> <p>Ability to work with confidential information.</p> <p>Take an active interest in setting and promoting high standards of customer care.</p> <p>Willingness to work flexibly outside 'normal working hours and to cover staff absence/sickness at short notice.</p> <p>Access to a vehicle or the ability to use public transport to be able to travel on Group business</p>



**GENERAL INFORMATION**

**POST OF SUPPORT WORKER (24 HOUR POST) – Fixed term contract to 31/03/2023 (maybe extended)**

**BETHANY HOUSE, EXETER**

Westward Housing Group is a not for profit registered social landlord, with charitable status. We are one of the largest developing housing groups in the south west with a wide range of services for families, couples, single people, the elderly and those with additional support needs.

1.	Closing Date for Receipt of Completed Application Forms	18 <sup>th</sup> August 2022
2.	Interview Date	W/C 29 <sup>th</sup> August 2022
3.	Salary	£21,840 pro rata
4.	Hours of Work	24 hours per week with regular evening, weekend, and bank holiday work on a rota basis. Rota basis will include covering periods between 8am-8pm and on call.
5.	Annual Leave	26 days per year (pro rata) - plus statutory Bank/ Public Holidays
6.	Pension Schemes and other Discretionary Staff Benefits	Contributory staff pension (Defined Contribution) schemes Occupational sickness and family friendly benefits RAC Membership Payment of professional fees Simply Health membership Salary Sacrifice Schemes
7.	Probationary Period	Minimum six months
8.	Location	Bethany House, Exeter
9.	Car Mileage	Inland Revenue rates apply
10.	Disclosure and Baring Service Check	The successful applicant for this post will be subject to a DBS Check
11.	Contact details	Emma Hall – Services Manager Telephone – 01392 217311
12.	Contact details for support with your online application	jobs@westwardhousing.org.uk

**August 2022**