**Role Profile**

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| **JobTitle:** Support Worker |
| **Department:** Customer Services |
| **Reports to:** Service Coordinator |
| **Grade:** |
| **Staff responsibility:** None |

**Organisational Structure**

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| Housing Officer |

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| Service Coordinator |

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| Support Worker |

**Job Purpose**

* To work as part of a multi-disciplinary team supporting older people to live in their own flat. This will include attending to the support needs and requirements of the tenants and house management tasks.

**Key Accountabilities**

**In relation to House Management and Administration:**

* To share responsibility with team members to ensure 365 day per year staffing cover in the house, covering for periods of annual and sick leave and for training etc, which will require an increase of hours during these periods.
* To share the responsibility for the preparation and cooking of tenants meals in consultation with the other staff as required, according to tenants dietary needs and lifestyles.
* To follow the Food Hygiene Management system and maintain a high standard of Food Hygiene Practice at all times.
* To assist with the provision of laundry and domestic services for tenants as appropriate.
* To be aware of and assist in the management of the service budget items for which he/she has direct responsibility in conjunction with the Housing Support Manager.
* To be responsible, when assigned, for the purchasing of day to day goods for the service e.g. food, cleaning materials etc.
* To be responsible when assigned for administrative work, e.g. monthly returns to the office, tenants records, staff rotas and other required record keeping.
* To work with the Housing Support Manager and Maintenance Officer to ensure that the fabric and facilities of the house are maintained to a high standard.
* To carry out such other procedures and responsibilities as delegated.
* To ensure that all delegated duties are carried out effectively and to a high standard.
* To maintain effective communication channels

**In Relation to Tenants:**

* To work as part of a multidisciplinary team including Home Care Workers, GP’s. District Nurses, Social Workers, in providing a highly supportive and seamless service to tenants.
* To provide day to day support and stimulation to individual tenants e.g. to provide daily calls, to encourage involvement by each resident in the affairs of the house and to facilitate resident resolution of interpersonal problems.
* To provide social activities for tenants, with the support and input of the tenants and other staff
* To be aware of, and where possible take into account, the range of personal needs, culture and beliefs of tenants.
* As part of the team, to be observant and aware of changing needs of tenants and to assist where appropriate with referrals for additional or alternative support.
* To welcome new tenants when they move in.

**General:**

* To ensure that Health and Safety standards and procedures are maintained at all times

**Person Specification**

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| **Education** |
| A relevant qualification is desirable e.g. SVQII in Health and Social Care |
| **Experience** |
| Relevant experience of working in the care/support sector with older people or people with special needs |
| **Knowledge** |
| Cooking Skills |
| **Skills and Abilities** |
| * Understanding of values relating to social work
* Ability to understand and follow policies and procedures
* Ability to assess, prioritise and organise workloads effectively, to work under pressure and meet deadlines
* Ability to communicate effectively with a wide range of people verbally, in person, by telephone, in writing and listening is essential
* Good interpersonal skills to build and maintain working relationships and work as part of a team
* A good standard of literacy and numeracy
* Negotiating skills
* Basic administrative skills
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| **Personal Qualities** |
| * A positive, problem solving attitude
* Able to accept responsibility and show initiative
* Confident and enthusiastic, flexible and adaptable
* Reliable and a good timekeeper
* Friendly, approachable, empathetic with calm nature
* Commitment to confidentiality
* Commitment to continuous personal development and a willingness to undertake training as required.
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**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance