THE COMMUNITY HOUSING GROUP

JOB DESCRIPTION

Post Title: Support Worker	**Section:** Care and Support Services
Department: Operations	**Car Allowance:** Casual
Salary Grade: Spot salary £14706	**Hours:** 40 Hours. Flexible working over a seven day rota.
Responsible to: Team Leader	**Post No**:

Purpose of the Job:

- To work as part of a team providing housing related support services to elderly and other vulnerable persons, assisting them to live independently, for as long as they wish or are able to.
- To assist with house keeping duties within Care Services .
- To provide housing related support services that are flexible and are based on the individual needs of persons receiving them.
- To work towards achieving outcomes such as economic success, improving health and well being, communities that are safe and feel safe, stronger communities and a better environment for today and tomorrow.
- To encourage participation and involvement in scheme activities and consultation opportunities.
- To provide housing related support services in accordance with Company Policies and Procedures, Supporting People Contracts, the Quality Assessment Framework and the Centre for Sheltered Housing Studies – Code of Practice.
- To work in partnership with external organisations.
- To act as the link person between the customer and internal sections of the Company.
- Provide a housing related support service to customers within the team area each day as determined by needs and risk assessment documents and to carry out the testing of alarms, reporting any faults/maintenance etc according to procedure.
- Provide advocacy and information including emotional and practical support.
- To engage customers to participate in activities to enable their health and well being.
- To support people to achieve identified outcomes
- To provide practical assistance to individuals in carrying out everyday living tasks at whatever level is needed, to enable them to live as comfortably safely and independent as possible in their own environment.
- To promote an individuals health and wellbeing by ensuring their primary health care needs are met through accessing appropriate facilities for medical, dental and optical treatment.

- To support individuals in maximizing their income and accessing the correct benefits.
- Accurate record keeping of all outcome related documentation.
- To treat people as an individual with unique needs and preferences and respect diversity.
- Respond to emergencies, taking action accordingly.
- Liaise with internal sections of the Company and external agencies, taking appropriate action in the interests of the team and its tenants/customers.
- To collect prescriptions, in exceptional circumstances only.
- Attend the team office on occasions for supervision and quarterly Personal Progress Reviews.
- To carry out other duties of a similar nature as may be required from time to time by the Head of Service

Reporting Relationships to Other Posts/Sections

Team Leader
Care and Support Manager
Head of Care and Support Services

Housing Officers - Area Housing Office Teams
Repairs Hotline Officers - Property Services
Housing Officers - Housing Needs Team

Special Circumstances of Work:

The post holder's attention is drawn to the health and safety duties and responsibilities of employee's in the Company's Health and Safety Policy, health and safety risk assessments and safe working guidance.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

This Post is not subject to the Rehabilitation of Offenders Act 1974, and will be subject to a full Police check.

Any Special Allowances and/or Additional Emoluments: