

JOB DESCRIPTION

<u>JOB TITLE:</u>	General / Outreach/ Accommodation Support Worker
<u>PROBATIONARY PERIOD:</u>	6 months
<u>CONTRACT PERIOD:</u>	Permanent
<u>BASE:</u>	Support Services – Predominantly Plymouth (although occasional travel may be required East Cornwall – South Devon)
<u>REPORTS TO:</u>	Support Services Manager
<u>NOTICE PERIOD:</u>	6 Weeks
<u>HOURS:</u>	As per contract: to be worked flexibly according to client and organisational need. This could include bank holidays, weekends and evenings for which no additional payment is made; sleep-in duties, or occasional waking night for which an additional payment is made

OVERALL AIMS OF POST:

There are currently 3 levels of post within the Support Services:

- 1. General Support Worker**
- 2. Outreach Support Worker**
- 3. Accommodation Support Worker**

To deliver person centred support to vulnerable adults to enable them to live fulfilled independent lives.

Tasks

1. General Support Worker:

- Deliver a range of support, including financial; daily living skills, meaningful activity, health, housing, & social skills as per agreed plans
- Adopt a person centred, reablement approach at all times, ensuring client choice and seeking to improve clients quality of life
- Maximise use of local resources including community networks, assistive technology, signposting, aiming to reduce reliance on paid support
- Report on client and service progress, adapting practise as required
- Complete some client, personal and service paperwork
- Communicate effectively and champion supportive teamwork
- Work in a safe way for yourself and others, following health, safety and safeguarding legislation, policy and procedures
- Manage your time when required and be flexible to the client and service needs

2. Outreach Support Worker:

As per General Support Worker – Plus:

- Complete client related paperwork Inc. support plans, risk assessments and distance travelled tools
- Take the lead role in monitoring identified clients, ensuring outcomes are met and the service is meeting needs

3. Accommodation Support Worker

As per General Support Worker and Outreach Support Worker – Plus:

Complete all housing management tasks i.e.

- *Arrears and charges*
- *Housing association and landlord liaison and monitoring*
- *Supporting managers to manage tenure issues*
- *Health and Safety checks, reporting and actions*
- *Keeping the project in a good order Inc. hygiene, decoration, project repairs and maintenance*
- *Voids management and growth promotion*
- *Relevant housing management records and returns*
- *Whilst promoting client involvement at all times*

General for all posts:

- To undertake other duties that may reasonably be required by the Chief Executive, MT and Board of Directors.
- To comply with all aspects of the policies/procedures and service contracts of Colebrook in accordance with legislation and good practice, complying with data protection act requirements and promoting equality and diversity.
- To remain active and involved in personal development opportunities, training, IT and participate in supervision and performance appraisals as required.
- To promote open and honest communication and to work as part of the team to develop Colebrook's strategic direction and deliver organisational objectives.

Please Note: All job descriptions are reviewed on an ongoing basis. There is an expectation that the relevant duties / tasks can be performed by employee to meet the changing needs of services and / or clients.

PERSON SPECIFICATION

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be short listed for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at interview.

Qualifications & Training

Essential *(Enhanced DBS check will be undertaken upon offer of employment)*

- **Valid driving licence and own car/van available for work**
- **Valid motor insurance with business use**
- **Good use of English and maths**

Desirable

Completed or undertaken relevant qualification or Training in relevant subject's such as....

- The Care Certificate
- Health and Social Care (I.e. NVQ/NOCF)

Experience...

Essential *(Enhanced DBS check will be undertaken upon offer of employment)*

- **Paid, voluntary or personal experience of working with vulnerable people or delivering support**

Desirable

- ...Of the use of assistive technology
- ...Of encouraging client involvement in the service
- ...Of empowering and promoting individuals' right, choice and control
- ...Of lone working
- ...Of implementing, reviewing & completing support plans and risk assessments
- ...Of working with statutory and voluntary services
- ...Of working with diverse people with a range of support needs (e.g. mental health needs, learning disability, drug and alcohol issues, sensory impairments etc.)
- ...Of dealing with a crisis or supporting distressed people

Knowledge...

Essential *(Enhanced DBS check will be undertaken upon offer of employment)*

- **...Of the issues that people may face in day to day life**
- **...Of equality, inclusion and diversity issues inc. stigma and discrimination**
- **...Of a healthy positive lifestyle, independence and personal responsibility**
- **...Of working in a safe way**

Desirable

- ...Of the CQC framework
- ...Of community activities and local resources
- ...Of benefits and welfare resources for money management
- ...Of the Health and Safety at Work Act and responsibilities within this
- ...Of the Mental Capacity Act and safeguarding

Skills & Competencies

Essential *(Enhanced DBS check will be undertaken upon offer of employment)*

- **Effective written and verbal communication**
- **Ability to liaise with a wide range of people including professionals, clients and stakeholders**
- **Ability to provide practical support i.e. daily living skills, budgeting, completing forms etc.**
- **Ability to provide emotional support i.e. listening, motivating etc.**
- **Ability to work as part of a team and lone work and be a good team player**
- **Ability to work without continuous direction and supervision**
- **Ability to manage stress levels and work with pressure inc. prioritising and managing time**
- **Ability to promote and encourage meaningful activity, paid work, learning, volunteering etc.**
- **IT skills e.g. using a smart phone, internet, sending emails etc.**

Desirable

- Basic report writing skills
- Basic knowledge of tenure issues
- Partnership work to reduce segregation
- Handling money

Individual Qualities

Essential *(Enhanced DBS check will be undertaken upon offer of employment)*

- **Positive outlook and a supportive and empathic approach**
- **Creative approach to providing support and risk enablement**
- **Willingness to provide domiciliary care e.g. washing, dressing, personal care if future contracts require this**
- **Willingness to work in a changing environment and problem solve**
- **Willingness to give and receive constructive feedback and resolve conflict**
- **Willingness to promote Colebrook services and supporting our positive reputation**
- **Willingness to work flexible hours between 7am and 10pm plus occasional weekends**

Please note some of the 'desirable' statements are essential to the role
but they can be taught during the probation period

	Name	Signature	Date
Line Manager	<u>Shelley Sanderson</u>	_____	_____
Post Holder	_____	_____	_____