



## Job Description

<b>Post title:</b>	<b>Support Worker</b>
<b>Responsible to:</b>	Care service manager
<b>Responsible for:</b>	No direct reports
<b>Location:</b>	Ellen House
<b>Business Area:</b>	emh care and support
<b>Hours:</b>	<b>Full and part time positions available</b>

**Prime Function:** Providing on-site assurance and reactive support to vulnerable customers in supported accommodation. To provide high standards of care and support for service users across emh care & support Group, in line with care and support plans and compliant with CQC Regulations and the emh care & support Group policies and procedures.

Promote individual rights and personal dignity for service users and provide them with every opportunity for physical, mental, emotional and spiritual development.

Deliver an intensive housing management service to customers.

Be flexible where and to whom you provide support as directed by the line manager.

**This post requires an enhanced DBS clearance.**

### Principal Duties and Responsibilities:

- 1 Provide care and support for service users, encouraging them to do as much as possible for themselves in order to develop and maintain their independence and physical ability as per their agreed support plan; this may include management of medication, personal care, managing their home safety, diet and nutrition, supporting with social activities and any other specific identified areas of support
- 2 Support with carrying out pre-tenancy interviews and financial capability assessments to identify vulnerable customers who require support.
- 3 Responsible for completing needs assessment and risk assessments with our customers.
- 4 Ensure systems data is accurate to ensure recording and reporting is robust.
- 5 Support with ensuring charges are collected
- 6 Ensure repairs are reported and logged within our repairs system and appointments are scheduled.

- 7 Advise and assist residents with tenancy/benefit related issues including assisting with benefit claims.
- 8 Ensuring residents can understand tenancy issues, their rights, and responsibilities.
- 9 Collecting customers satisfaction feedback and reporting findings to the senior management team.
- 10 Ensure the scheme is clean and tidy and up to health and safety standards within communal areas.
- 11 Completing Health and Safety checks in line with Health and Safety requirements
- 12 To ensure the overall security of the building and safety of residents
- 13 Proactive monitoring of CCTV and Access Control Systems to restrict access to authorised persons only.
- 14 Collaborativeworking with colleagues to manage a range of issues including fire safety matters and assisting with emergencies
- 15 Patrolling and monitoring site to ensure a safe and secure environment.
- 16 Working in partnership and supporting the housing management team to achieve compliance and Health and Safety requirements.
- 17 Answering emergency alarm calls from residents. Responding to challenging situations by liaising with appropriate external agencies, relevant stakeholders and/or family members.
- 18 Following clear strategies which provide continuously improving and effective housing related support to customers.
- 19 Contribute to the formulation and implementation of care and support plans, in line with their assessed needs as per emh policies and procedures.
- 20 Provide written reports on service user's progress and activities and organise/attend reviews with their involvement.
- 21 Maintain confidentiality in all matters relating to service users.
- 22 Document relevant information in care and support plans and use communication tools appropriately.
- 23 Complete an induction process
- 24 Complete the care certificate training upon start of employment and complete within 12 weeks (if applicable).
- 25 Attend mandatory training and other training identified in personal development reviews in order to improve work performance and meet the contractual standards.
- 26 Report all accidents/incidents/concerns and complaints to a manager following emh policies and procedures.
- 27 Participate in regular supervisions with the line manager and attend team meetings which take place frequently.
- 28 Complete monthly time sheets which clearly reflect the hours worked.
- 29 Log in and out of shift as per the rota system app.
- 30 Work flexibly in order to maintain required levels of support at all times across The emh care & support Group.
- 31 Report any sickness and /or absence as directed in the appropriate policy and staff handbook.



32 To carry out any other roles and responsibilities commensurate with the post.

**Teamwork and external agency relationships:**

1. Liaison with Internal colleagues to arrange repairs and monitor of the quality.
2. Liaising with external agencies regarding emergency and challenging situations.

This job description is intended to be a guide to the principal duties and responsibilities of the post and includes specific tasks by way of illustration. It is not intended to be a definitive or exhaustive list. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

**SPECIAL INSTRUCTIONS**

To uphold the vision and values of the emh group and emh care & support.

To take individual responsibility for ensuring that a continuously improving and effective professional customer service is delivered.

To ensure a safe working environment in accordance with Health and Safety Regulations.

To attend fire drills and staff meetings.

To attend training events as required.

To maintain an awareness of current instructions circulated by staff meetings, departmental and head office bulletins, circular letters or by verbal or written information given by your Responsible Officer.

To respect the confidential nature of personal information.

To recognise and promote emh group's Equality and Diversity Strategy.