

Job title	Support Worker
Responsible to	Support Manager/Senior Support Worker

Main purpose of the post

To provide a psychologically informed, floating support service for people who require housing related support including older people with additional support needs

Key responsibilities

- Provide housing related support to individuals in their own homes, supporting people to maintain their accommodation and achieve independent living
- Assisting social inclusion, support to manage tenancies/accommodation, budgeting, accessing education, training and employment, increasing service users' awareness of their community and improving skills to live independently
- Develop knowledge and experience of good practice relating to current support issues
- Assist tenants in the preparation of Individual Support Plans and Risk Assessments
- Participate in the project audits, returns and review process as required by the service Commissioners
- Encourage tenant participation in the management of the project
- Provide the service within the requirements of the policies and procedures and corporate plan as set out by the Association
- Liaise with all relevant agencies within the public, voluntary and private sector
- Report and record in the appropriate manner any information considered being important
- Provide audit material, returns and other documents as required by the Local Authority and the Association
- Any other duties which the post holder might reasonably be expected to perform

General

- To co-operate with Hafod in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post.
- To behave in accordance with the company's Values.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- To ensure compliance with Hafod's policies and procedures at all times.

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the Association.

This post is subject to enhanced disclosure as provided by the disclosure and barring service, an executive agency of the home office.

Disclosure is a means for the association to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for posts that involve working with vulnerable people. The association will only request disclosure from those that have been offered employment

Person specification

Qualifications, knowledge and experience

- Educated to GCSE standard or equivalent
- A qualification in Social Care or related discipline*
- Experience of working with people with complex needs including, older people, physical disabilities and mental health issues
- Social Care or Health Care experience in a Community setting*
- Understanding of Housing and benefits systems

Skills and abilities

- Good organisational skills with the ability to adapt to change
- Good interpersonal skills
- Ability to work well without supervision
- Computer literacy and use of case management /mobile working system
- Can demonstrate awareness of, and commitment to, Health and Safety
- Ability to work well without supervision
- Good literacy and numeracy skills
- Ability to resolve practical problems and challenges
- Ability to work in potentially stressful situations
- Self-motivated
- Empathy and understanding of the needs of the individual
- Commitment to working in a Psychologically Informed Environment*
- Ability to work effectively with professionals from other disciplines*

Interpersonal skills

- Good written and verbal communication skills
- Chooses appropriate communication for the situation
- Maintains professional working relationships
- Ability to relate to a wide range of people
- Commitment to customer care and user involvement
- Ability to work as a team member

Other requirements

- Full, current driving licence and use of a car
- Ability to speak Welsh or another language in addition to English*

*Points marked with an asterisk are desirable rather than essential

Team structure

