



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

Main purpose of the post

To provide a support service for people who use Hafod Cares services and who have the following support needs: Adults with mental health issues: young people; older people; those with a Physical Disability.

Principle duties

- To provide housing related support to tenants either in supported housing or in their own homes, supporting people to maintain their accommodation and achieve independent living. This will include assisting social inclusion, support to manage their tenancies/accommodation; budgeting; accessing education; training and employment; increasing awareness of their community and improve skills to live independently.
- To develop knowledge and experience of good practice relating to current support issues.
- To assist tenants in the preparation of Individual Support Plans and Risk Assessments.
- To participate in the project audits, returns and review process as required by the service Commissioners.
- To encourage tenant participation in the management of the project.
- To provide the service within the requirements of the Policies and Procedures and Corporate Plan as set out by the Association.
- To liaise with all relevant agencies within the public, voluntary and private sector.
- To report and record in the appropriate manner any information considered being important.
- To 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 G.C.S.E. Standard or equivalent
- A qualification in Social Care or related discipline*
- Working with people with any or all of the following criteria:
 - Mental Health
 - Young People
 - Physical Disability
 - Older People
- Experience of working with people with any or all of the following criteria*:
 - Mental Health
 - Young People
 - Older People
 - Physical Disability
- Social Care or Health Care experience in a Community setting.*

Skills and abilities

- Understanding of Housing and benefits systems.
- Good interpersonal skills Good organisational skills Ability to work well without supervision
- Computer literacy
- Good letter writing and report writing skills

Interpersonal skills

- Empathy/ understanding of the needs of the individual
- Ability to work in potentially stressful situations
- Ability to adapt to change
- Self-motivated

Other requirements

- Current driving licence and use of own car
- Ability to speak Welsh or another language additional to English*

*Points marked with an asterisk are desirable rather than essential

