**JOB DESCRIPTION**

**POST TITLE:** Support Worker

**REPORTING TO:** Support Co-ordinator

**ACCOUNTABLE TO:** Operations Manager

**BASE:** Multiple Locations across the organisation

Integra Supported Housing is a progressive, forward thinking organisation that provides person centred support to individuals with learning disabilities and mental health issues. Based in the West Midlands, Integra Supported Housing offers a wide range of services including Community Support and Re-Enablement, Supported Living and Short Breaks.

The purpose of this position is to work actively as part of the Support Team and to focus on service users’ direct needs specifically in relation to re-enablement and promoting pathways to recovery as part of a wellness recovery action plan (WRAP) and provide support in a re-enabling supportive style especially during times of mental health crisis, and about the future development and their progression. The post holder will work across boundaries of support and with other organisations through the Support Programme Approach ensuring transition towards improved independence in terms of action, thought and control.

**Role:**

To adopt the philosophies and underpinning practices of Integra Support Services, to follow and implement support provision in line with the clinical needs assessment. This will include the use of formal quality measurement tools which can be utilised to assess service users' potential and personal development. This will include a working knowledge of the recovery star model and its key position in empowering and enabling service users to become accountable for their own growth, development and recovery.

This will include liaising with members of the multi-disciplinary team, adopting advocacy roles and implementing programmes which facilitate the development of service user’s identity and community presence, whilst recognising the need for personalisation in provision of the service.

To assist support co-ordinator or key worker to assess, plan, implement and evaluate personalised support packages.

This role description is a summary of the key areas of competence and is not an exhaustive list of duties. The Support Worker is required to work within the framework of the organisational policies and procedures and carry out any tasks that are required to ensure the effective management of service delivery.

The role of the Support Worker is constantly changing, and this role description will be reviewed with the postholder from time to time as a result of staff development and performance review.

**Core activities**

* To have a clear knowledge and understanding of CQC Fundamental standards and KLOEs.
* To support the individual to be fully included within their local and wider community
* To promote respect and dignity always
* To promote a ‘do with’ rather than a ‘do for’ attitude
* Respect service users right to make choices and to control their own life
* Support individuals to reach their full potential
* To support people in accordance with their individual support plan
* To support individuals with activities of their choice
* To ensure that there is a safe environment to work
* To provide specialist support to individuals with specific health or behavioural needs to provide personal care when required which may involve assistance with continence, health, medication, safe manual handling, preparing and eating meals and handling personal possessions; finances and documents.
* To work in accordance with Integra Supported Housing Synergy Projects policy and procedure
* To adhere to risk assessment and company documentation at all times
* To report any incident, accident or untoward occurrence to your line manager immediately in line with company policy
* To promote independent life skills
* To promote effective communication and relationships with service users and their families/representatives, and with fellow colleagues, ensuring that individual methods of communication are considered.
* To manage behaviours which may challenge according to supporting guidelines, strategies and professional plans
* To maintain records (e.g. support plans) where necessary, ensuring these are wholly accurate, up to date and completed in a timely manner
* To ensure confidentiality is always maintained, in keeping with the Data Protection Act (DPA) 1998, ensuring that service users personal details are not disclosed to any unauthorised person and that all records are maintained accordingly.
* To demonstrate an understanding and awareness of Integra Supporting Housing’s Equality and Diversity Policy and to adhere to its principles always
* To contribute to the protection of individuals from abuse, adhering to the Protection of Vulnerable Adults Policy and Procedure
* To attend any meetings to contribute to the effectiveness of support delivery
* To undertake any training required to perform the role effectively

**Key responsibilities**

* Promote the persons equality, diversity and rights by:
  + - Assisting service users to exercise their rights by ensuring service users are aware of these in any given situation and facilitating service users to access this information.
    - Encouraging service users to exercise freedom of choice by providing or enabling them to access information in order that they can make informed decisions and acknowledge that there may be a degree of risk in some choices
    - To clearly understand the process of therapeutic risk taking as part of learning and development for service users. To implement robust risk assessments which involve the service user in accurately evaluating their ability.
    - Promoting the role of advocacy for service users by providing information on available advocacy services, promoting user involvement and choice in all aspects of support delivery
    - Encourage service users to make choices and acknowledge that there may be a degree of risk in some choices and these must be risk assessed and discussed with service users and the care coordinator/key worker.
    - Encouraging and supporting service users to be involved with planning of their support.
* Contribute to the protection of individuals from any type of harm. This will include:
  + - Contributing to the prevention of falls, self-harm, harm to others, abuse and fraud of service users' property and security by awareness of individual service users risk assessment information.
    - Observing, monitoring service user’s behaviour, mood and reporting any changes to the senior member of the support team. Record relevant information regarding service user’s progress/activities/development.
    - Assisting in maintaining an atmosphere that is safe and supportive for service users and staff.
    - Abiding by policies and procedures.
    - Understand the broad definition of the Mental Health Act.
* Enable service users to achieve physical comfort and maintain their hygiene and appearance by:
  + - Having a good knowledge of users support needs
    - Assisting service users in carrying out activities of daily living and social and recreational activities (with regard to agreed plans).This may include advice, monitoring and recording within the following areas:

Personal hygiene and choosing appropriate clothing

Healthy diet and life styles

Sleep and rest

Maintaining mental and physical health well-being

Social interaction and community involvement f Act as a role model to the service user by displaying appropriate social skills.

Budget and household management

* Involve service users in the performance of all household duties in a manner which will enhance their skills and maintain their safety.
* Work in the manner required to promote the service user’s confidence and independence.
* Support the service user in maintaining the tidiness of their tenancy and personal space.
* Encouraging and assisting service users with activities of daily living to ensure optimum dignity, physical and mental wellbeing respecting service user's wishes and beliefs.
* Respect the rights and choices in relation to the management of their lifestyles and be non-judgmental.
* Advise service users regarding personal items / safe storage / budgeting
* Assist the service users in the purchase of clothing/personal items as appropriate.
* Maintain the safekeeping of receipts for goods purchased.
* Record all expenditure in appropriate manner and comply with organisational policies and procedures.
  + - Maintain safekeeping of all service users/household monies as per policy.
    - Undertake and maintain financial risk assessments with service users
    - Assist with formal budgeting assessments and financial management and advise on appropriate and responsible budgeting
    - Provide feedback to Team Manager immediately if financial difficulties are identified in relation to service users/tenancies.
* Support individuals experiencing a change in their support requirements and provision or as they move through different stages of their support plan by:
  + - Providing information as required or by directing questions to the appropriate member of the support team as required.
    - Listening to service users as they explore their feelings relating to any changes
* Enabling service users to visit and receive other health support and community services by:
* Making transport arrangements as directed by a senior member of the support team and act as escort as required
* Ensuring relevant documentation is taken to/ready for the appointment in accordance with policy and as directed by a senior member of the support team. Assisting the support team in preparing the client for the health service to be received both physically and psychologically by providing information as directed.
* Enabling service users to maintain their independence, mobility and make journeys and visits by appropriate transport
* Escorting service users attending any form of appointment, recreation, leisure, social or spiritual occasion.
* Facilitating service users to obtain information and prepare for the journey/appointment/visit
* Contribute to Support Planning and the Delivery of support by:
* Carrying out support work procedures in accordance with procedures documents and as directed by the qualified staff in line with the job role and description
* Contributing to the planning implementation and evaluation of support programmes to enable individuals to manage their lifestyles, behaviour and coping strategies. This will include the observing, monitoring and recording of behaviour alongside implementation of the support plan.
* Maintaining an atmosphere conducive to recovery and maintain a friendly professional relationship with service users, relatives and supporters. This will be delivered in an especially sensitive way in cases where mental illness and learning disability are evident.
* Contributing to the assessment implementation and evaluation of service users support needs alongside other members of the multi-disciplinary team through liaison with the senior member of the support team.
* Ensuring documentation is completed accurately and promptly to ensure support is recorded and essential information is available to other members of the support team.
* Collection and entry of data onto the support plans as required.
* Assist in health education in the environment by encouraging the service users to self-support and participate in health promotion activities by:
* Carrying out support plans as directed by senior staff
* Preparing and running health promotion activities as directed
* Advising service users and supporters on the prevention of accidents in the home. e Advising service users on the prevention of accidents within the support setting
* Where appropriate and in liaison with other professional’s support service users to participate in appropriate work placements, educational and vocational activities.
* Work with service users in groups or on an individual basis setting by:
* Preparing, implementing and evaluating agreed therapeutic activities through liaison with the support team
* Identifying group/individual work required and then liaising with appropriate professionals to deliver the service required.
* Facilitating and co-working groups run with others.
* Developing resource packs for day and leisure opportunities
* Contribute to the assessment and planning of service users' development and support by playing a full part in multi-disciplinary team, multi-agency teams’ meetings. This will include plans to meet the person's physical, psychological, social, domestic and spiritual needs.
* Contribute to the assessment of individual needs and planning of packages of support by:
* Making and supporting decisions within specified criteria
* Working without direct supervision but following support plans. Assessing and monitoring support within specified criteria
* Leading activities within specified criteria.
* Contribute to the raising of health awareness by advising on health education and safety by establishing and running groups under the direction of a senior member of the support team
* Contribute to support of supporters of service where applicable.
* Contribute to the on-going support of service users and others significant to them by:
* Promoting effective communication and relationships e Effectively communicating with service users and enabling them to develop their communication skills both written, and verbal as required
* Effectively communicating with supporters/ relatives and colleagues from all disciplines.
* Supporting service users and others significant to them when they are distressed. This may be in times of bereavement, change of life style due to clinical condition, mental distress by demonstrating empathy and understanding.
* Assisting service users in developing personal relationships / / appropriate friendships, including facilitating service users to find out about local services and groups, escorting service users to appropriate activities as required and in line with the support plan.
* Employ motivational strategies to promote and encourage engagement and change
* Assist and support the members of the multi-disciplinary team in giving oral and written reports by ensuring that all relevant information is documented and passed to the relevant person/s.
* Refer questions from service users to qualified staff on specific issues relating to service user's condition and support plans.
* Complete documentation to admit and discharge a service user to a support service
* Provide support to client and family members within their own home.
* Work closely as part of the team within the philosophy and principles of the Support Plan Approach / CPA.
* Liaise and network with services in the local community making use of facilities and venues available to all people.
* Facilitate interaction, enabling service users to build and maintain a network of friends and acquaintances within a variety of settings.
* Provide support and guidance to the service user on how to develop skills and acceptable social behaviour. Educate and advice regarding social norms and consequences of behaviour and communication
* Promote monitor and maintain health, safety and security in the workplace by: e Having a knowledge of and demonstrating due regard for health and safety
* Ensuring that equipment provided is safely maintained and faults reported to an appropriate person
* Reporting any unusual occurrence to senior staff in particular accidents, incidents or other untoward events.
* Contributing to the maintenance of security of property, people and information maintaining confidentiality always. Ensure the implementation of the data protection act and observance of the policy relating to confidentiality
* Assisting in maintaining the quality of the environment by attending to any problems that may arise informing the team manager of the need for action as appropriate.
* Following the standing financial instructions and policies in respect of service users' property and money
* Ensure food is stored safely and appropriately.
* Ensure cleaning agents are stored appropriately and safely.
* Ensure clear entries, exits and pathways.
* Follow correct procedure in case of fire rehearse evacuation / emergency procedures
* Check and report any defects in building structure, furnishing and equipment to appropriate personnel using existing procedures.
* Maintain risk assessments in relation to service users and regularly review particularly following any incidents
* Use resources effectively and economically including work and travel time.
* Maintain accurate records either manual or computerised both relating to support provision and employment. This may include time sheets, mileage, receipt of deliveries and use of stock etc.
* Take part in appraisal and attend regular supervision sessions as required.
* Undertake training as required in line with job role and as agreed with line manager. This will include mandatory training as defined and specialist courses relating to the area of support and/or your own personal development.
* Attend all meetings as requested by the team manager, these will include staff meetings, team briefings and other appropriate meetings as required
* Promote a positive professional attitude to all persons and always ensure that the appropriate dress code is observed.
* Undertake other tasks and responsibilities as required commensurate with the job title, the post and it's grading.

**Person Specification**

Essential key skills/attributes:

* A good knowledge of learning disability and associated needs
* Experience of working within a caring environment
* Good communication skills, both written and spoken
* A proactive, positive and reliable nature
* Good time keeper
* Team player
* Ability to work on own initiative
* Good awareness of confidentiality
* Calm under pressure
* A focus on providing service excellence
* Building and maintaining relationships
* Knowledge of Company procedures and processes
* Good awareness of Equality and Diversity and Anti-Discriminatory practice in accordance with Integra Supported Housing policy and procedure
* The ability to undertake general maintenance tasks e.g. Painting, Woodwork, Changing Light Bulbs, Gardening, removals, etc.
* The ability to work flexibly where and when necessary on a 365 day per year rota basis, including weekends, evenings and bank holidays

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| I have read and understood the Job Description and agree with the Terms |
| Name of Line Manager: |
| Signed by Line Manager: Date: |
| Name of Employee: |
| Signed by Employee: Date: |