

Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Support Worker Very Sheltered Housing	
Department	Customer Services	
Reports to	Very Sheltered Housing Manager	
Grade:	8	
Date:	May 2016	

Purpose of Job

To provide housing management and housing support services as directed by the Very Sheltered Housing Manager.

Main duties and responsibilities:

- 1.1 To provide housing management services which enable older people to retain the role of tenant, to exercise choice and independence, including organising repairs/maintenance, helping to manage rents, dealing with tenancy enquiries, carrying out minor practical tasks to assist customers.
- 1.2 To deliver quality housing management, support and, where provided, care services to customers in accordance with the Association's standards.
- 1.3 To encourage appropriate use of Occupational Therapy services including arranging for advice, assistance and installation of appropriate aids and adaptations to enhance independence.
- 1.4 To support the Manager in identifying suitable applicants for the service and managing allocations and terminations in a manner consistent with the Association's policies.
- 1.5 To deal with customers' enquiries. To assist where required in complex or sensitive situations such as Rent Account queries or neighbour complaints or property matters.
- 1.6 To undertake money handling duties such as petty cash, invoices and assist in arrears and voids management by encouraging open communication with customers and prospective customers.
- 1.7 To foster rights, responsibilities and a sense of community in the service in accordance the Association's philosophy.
- 1.8 Ensure at all times that routines and practices are person centred, in order to meet improve outcomes for customers, meet their needs and preferences as far as reasonably practicable.
- 1.9 Undertake and record customers individual care plans and reviews and ensure these focus on positive outcomes, are accurate and up to date.

- 1.10 To respond sensitively and appropriately to customer needs by communicating effectively with other agencies (eg the Social Work Department, Gas, Water, Electricity Authorities and Community Health Services), in order to ensure customers are receiving appropriate services from these agencies.
- 1.11 Ensure provision of an efficient and effective meals service including setting tables and preparing the dining area, taking into account relevant best practice.
- 1.12 In an emergency to ensure appropriate professional help is accessed and otherwise provide care and support until effective care arrangements are in place.
- 1.13 To ensure that full record of appointments, visits and events is maintained, with due reference to confidentiality, in the Service Diary.
- 1.14 To ensure that customers' records are maintained and updated as necessary, with due reference to the Association's standards for recording practice and confidentiality.
- 1.15 To undertake administration and correspondence associated with operations in the service.
- 1.16 In the absence of their line Manager, to be in charge of the service and to ensure that services, including catering and domestic services are provided in accordance with the Association's standards.
- 1.17 To ensure Health and Safety standards and risk assessments are maintained as required, throughout the development.
- 1.18 Promote active customer participation in all issues affecting the service where appropriate.

2. Day care duties

To carry out day care duties as directed by the Manager as follows:

- 2.1 To provide physical care, in accordance with approved standards, to assist clients carrying out tasks of day to day living eg dining, visiting toilet.
- 2.2 To ensure participation by clients in Centre activities taking account of their choice and with regard to their abilities.
- 2.3 To promote maximum independence and dignity for customers in a supportive environment where physical care is given.
- 2.4 To provide assistance, guidance and information to customers and others as necessary.
- 2.5 To contribute to the process of assessing clients' needs and thereafter participate in planning, implementation and review of individual care programmes.

- 2.6 To ensure provision of a safe, clean and stimulating environment.
- 2.7 To maintain written and electronic records according to the Association's procedures and notify the Manager of any accident involving clients, staff or others.
- 2.8 To promote high standards of care practice taking account of equality of opportunity for all users.
- 2.9 To receive and record any payments for meals and refreshments which may be due according to the Association's procedures for cash handling.
- 2.10 To undertake general cleaning and catering duties associated with the running of the Day Centre, *where necessary*.
- 2.11 To assist and share knowledge and experience with colleagues as required.

3.0 **Care duties**

3.1 Personal Care

- Assistance with personal cleanliness, for example, washing, bathing, showering, making sure water temperature is safe.
- Help maintain mobility with the use of appropriate moving and handling equipment.
- Going to the toilet, including helping with continence problems, emptying catheter bags, and emptying commodes.
- Washing hair, shaving, and cleaning teeth.
- Dressing and undressing, including help with support stockings, and any other medical aids used.
- Help prepare and serve meals.
- Assistance with dining.

3.2 Household tasks

- General cleaning for example kitchen, bathroom, toilet, living room and bedroom including making beds and changing bed linen.
- Carry out laundry tasks including ironing.

3.3 Medication

- Reminders to take medication or administer medication as dispensed by a qualified pharmacist.
- Assistance in requesting medications from GP and collecting medications from pharmacy.
- Report any concerns or problems to the GP or line manager.
- Maintain medication records

3.4 Money

- To support customers in managing their money and accounting for money on behalf of clients in strict accordance with Association procedures.
- Cashing pensions or allowances with the appropriate authority in place.
- Paying regular bills, for example rent, gas, and electricity, at the nearest post office, bank or public office.

- Carrying money for shopping and accounting for it to the customer and/or their representative.

4. To undertake other duties and responsibilities delegated by the Manager.

5. Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.

6. Operate within a Strategic Business Unit (SBU).

7. Deliver key business objectives and meet Key Performance Indicators(KPIs) through a personal performance plan.

8. Analyse work and produce action plans where performance improvement is required.”

Job context and other relevant information: The post holder

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: Support Worker

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/ Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Able to foster an environment based on respect and confidentiality where customers' independence and choice are promoted to the fullest extent of their wishes and ability. 	Essential
<ul style="list-style-type: none"> • Able to foster efficient and effective working relationships with colleagues in Hanover and with staff of other agencies. 	Essential
<ul style="list-style-type: none"> • Able to demonstrate skills in and knowledge of care and other supported services. 	Essential
<ul style="list-style-type: none"> • Able to administer and manage Housing Support and Care Plans and other processes underpinning services. 	Essential
<ul style="list-style-type: none"> • Able to carry out personal care tasks ,which requires respect and dignity for customers. 	Essential
<ul style="list-style-type: none"> • Able to develop empathetic professional working relationships with customers based on appreciation of their physical and emotional needs. 	Essential
<ul style="list-style-type: none"> • Able to show evidence of continuous professional development in areas relevant to the post. 	Essential
<ul style="list-style-type: none"> • Able to operate in working environment where it is the norm to match job performance to practice standards in interest of optimum service provision. 	Essential
<ul style="list-style-type: none"> • Able to prioritise a varied workload, manage time effectively to deliver a good quality housing support, housing management and care service. 	Essential
<ul style="list-style-type: none"> • Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail. 	Essential
<ul style="list-style-type: none"> • Good ICT skills being able to use care, staff and housing management software and IT tools with the ability to learn and use new tools as they become available. 	Desirable
<ul style="list-style-type: none"> • Basic health and safety awareness including identification and reporting of hazards and minimizing risks. 	Essential
<p>2. Experience <i>This section specifies the level and quality of experience required.</i></p>	
<ul style="list-style-type: none"> • 2 years' experience of applying the above skills and knowledge in a 	Essential

housing support, housing management, care or equivalent role.	
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> Scottish Vocational Qualification (SVQ) level 3 in Health and Social Care or equivalent qualification enabling registration with the Scottish Social Services Council (SSSC) as a Housing Support Worker on the opening of the register (currently 2017), or the requirement to obtain a relevant qualification enabling registration via self funding by the closure of the register (currently 2020). 	Essential
<ul style="list-style-type: none"> Hold or able to achieve Emergency First Aid Certificate 	Essential
<ul style="list-style-type: none"> Hold or able to achieve Elementary Rehis 	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> Continue to meet criteria for retention of registration with the Scottish Social Services Council as a Practitioner in Care/Day Care. 	Essential
<ul style="list-style-type: none"> Able to liaise with colleagues, families, external agencies both under supervision and alone in the absence of the Manager(inc. Day Care), the post's line manager. 	Essential
<ul style="list-style-type: none"> Empathy and appropriate professional conduct / detachment in working with potentially vulnerable clients. Includes application of the Scottish Social Services Council Code of Practice for Social Services Workers and Employers. 	Essential
<ul style="list-style-type: none"> 	
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential

Job description latest update: May 2016