


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
Position:	<b>Home Support Worker</b>
Department	Customer Services
Reports to	Very Sheltered Housing Manager
Band:	I
Date:	May 2016



### Purpose of Job

To ensure customers are supported. To provide individual advice, practical assistance, direct personal care and emotional support; to customers living in their own homes.

### Key Task

Working as part of a team to ensure that services are delivered flexibly, innovatively and in a dignified, safe and stimulating way. Promote independence and encourage customers to exercise choice and independence.

### Main duties and responsibilities

#### 1. Customer Care and Support

- 1.1 To assist and encourage customers to live independently in a safe and secure environment.
- 1.2 To work in partnership with the customer to ensure their practical care and domiciliary needs are met and positive outcomes achieved.
- 1.3 To provide care services, which are appropriate to the needs of the customers, which have been agreed as part of the individuals care plan.
- 1.4 To undertake day to day administrative tasks as they relate to the operation of the care and support service.
- 1.5 To contribute to the care planning process and implementation of same.
- 1.6 To maintain and update records appropriate to required standards.
- 1.7 When required, to liaise with external agencies, family members and carers any significant changes within the care plan of the customer consistent with requirements of confidentiality.
- 1.8 Support customers in managing their money in accordance with Hanover's policy and procedure.
- 1.9 To provide quality and appropriate services to individuals, as per agreed care and support plans eg:

### Personal Care

- Assistance with personal cleanliness, for example, washing, bathing, showering, making sure water temperature is safe.
- Assist / support supervise and maintain mobility with the use of moving and handling equipment is appropriate
- Assist with transfers to/from bed and chair using appropriate equipment where necessary
- Assist with the management of continence as required. (this may include stoma and / or catheter care.
- Washing hair, shaving, and cleaning teeth.
- Dressing and undressing, including help with support stockings, and any other medical aids as appropriate.
- Assist customers who have difficulty with eating and drinking.
- Help prepare and serve meals.
- Administration of medication in accordance with policy and procedures

### Household tasks

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

- 1.10 To ensure that customers and their relatives are involved fully in decisions which affect them and the quality of their lives.
- 1.11 To ensure all administrative tasks are carried out in accordance with the Association's policies, procedures and standards.

## **2. Housing Management**

- 2.1 To provide housing management services which enable older people to maintain their tenancy and to exercise choice and independence.
- 2.2 To undertake money handling duties such as petty cash and invoices.
- 2.3 Assist in arrears and voids management by encouraging open communication with customers and prospective customers.
- 2.4 In an emergency, ensure appropriate professional help is accessed.
- 2.5 Participate in the security of the development and ensuring communal areas are kept tidy and clean, reporting any concerns appropriately.
- 2.6 Participate in testing scheme equipment as necessary including the warden call system.
- 2.7 In the absence of the Manager/ Team Leader, ensure that services are provided in accordance with the Association's standards.

### **3. Other Duties**

- 3.1 To be aware and comply with Health and Safety Policy and Procedures at all times.
- 3.2 Participate in customer and staff meetings.
- 3.3 Attend training events as necessary.
- 3.4 Implement emergency procedures when necessary.
- 3.5 To assist and share knowledge and experience with colleagues as required.
- 3.6 To undertake other duties and responsibilities delegated by development manager.
- 3.7 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
- 3.8 Operate within a Strategic Business Unit (SBU).
- 3.9 Deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.
- 3.10 Analyse work and produce action plans where performance improvement is required.”

### **Working Relationships**

The list below provides an outline of relationships:

#### Internal

- Senior Home Support Worker
- Development Manager
- Operations Manager-Care
- Customers

#### External

- External agencies
- Families of tenants

### **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.

Signed ..... Line Manager (if applicable)

Signed ..... Postholder

## Person Specification

**Job Title: Home 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><b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> <li>The ability to undertake care and support duties to a high standard in accordance with Hanover policies and procedures.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>A commitment towards and ability to undertake care practice in accordance with the Scottish Social Services Council (SSSC) code of practice, National Care Standards, Scottish Commission for the Regulation of Care and the Association's policies and procedures and in particular food hygiene and health and safety standards.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Able to work a flexible rota covering a 24 hour period.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>The ability to relate sympathetically to people in a supportive environment recognising their right to choice and independence.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>The ability to work as a lone worker.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>The ability to work flexibly.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>The ability to recognise report and manage risks as part of their practice.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Good written and verbal communication skills.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Be able to use Microsoft or equivalent applications competently.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Good IT skills including good level of MS Word, basic Excel, ability to use housing software, good Outlook skills and ICT handheld devices</li> </ul>	Desirable
<p><b>2. Experience</b> <i>This section specifies the level and quality of experience required.</i></p>	
<ul style="list-style-type: none"> <li>Preferably have at least 1 year's experience in a care setting.</li> </ul>	Desirable
<p><b>3. Education/Qualifications</b> <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i></p>	
<ul style="list-style-type: none"> <li>Scottish Vocational Qualification (SVQ) Level 2 in Health and Social Care or equivalent qualification is desirable. Following the opening of the Scottish Social Service Council (SSSC) registration in September</li> </ul>	Desirable

<p>2017, you will be required to register within 6 months of commencing employment in the post or for current employees, when the Association advises you to register.</p> <ul style="list-style-type: none"> <li>• However, if you do not hold the desired qualification of SVQ2 when registering with SSSC, we are committed to supporting you to achieve this, however you must obtain this qualification within 12 months of commencing the qualification and within your SSSC condition period.</li> </ul>	
<ul style="list-style-type: none"> <li>• Once registered must remain registered with the Scottish Social Services Council as condition of employment.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Hold or be able to achieve Emergency First Aid Certificate.</li> </ul>	Essential
<p><b>4. Other</b> <i>This section specifies other factors which may be necessary.</i></p>	
<ul style="list-style-type: none"> <li>• Must be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons.</li> </ul>	Essential
<ul style="list-style-type: none"> <li>• Must be registered and remain registered with the Scottish Social Services Council</li> </ul>	Essential
<p><b>5. Equal Opportunities</b> 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</p>	

Job description latest update: March 2017