

Job title: **Support Worker (Supported Housing)**

Location:	Defined by service in which employed
Directly responsible to:	Team Leader (at employed service)
Indirectly responsible to;	Associate Director Support Services (where employed)
Directly responsible for:	No staff reporting to this position
Key internal relationships:	Support Worker colleagues Job Trainer Training Manager Support Services Director Finance/Administration staff
Key external relationships:	Families and relations of clients Community Health Care Team Care Managers Social work staff Inspection staff Other professionals

Overall purpose fulfilled by the job:

To provide support (and, where identified, care) to clients with learning disabilities to live in their own homes.

To promote independence in all aspects of daily and community life.

To ensure clients are supported in line with their Care Plans and identified needs are met.

To meet the contractual requirements, as set out by the purchasing authorities.

To meet standards as set out by external agencies (e.g. Care Managers & Social Services).

Scope of the job:

Azure Support Services is commissioned by a number of agencies to provide support to various adults with learning disabilities to reside in their own homes. Azure's Supported Housing provides a range of supported housing services in Washington, Newcastle and Northumberland. Houses are staffed predominately on a 24 hour basis providing a sleep in or waking night arrangement, with some on a peripatetic basis.

The role of the Support Worker is to enable the client to live as independently as possible.

The clients are supported to develop skills and abilities and to be able to maintain their tenancies (where applicable).

Key duties and responsibilities

Client responsibilities

- 1 To work with the client to assess their strengths and areas where the client requires support.
- 2 To promote the client's independence and meaningful community presence.
- 3 To provide support and care as identified within the client's Care/Support Plan.
- 4 To fulfil keyworker responsibilities as identified by line management.
- 5 To undertake the role of advocate where appropriate – this will be determined by the client and line management.
- 6 To support clients in undertaking household tasks and responsibilities – this includes domestic work (and to enable them to maintain their tenancy agreement – when applicable).
- 7 To support the client in managing their own finances and budgeting.
- 8 To support the client in accessing worthwhile community resources and facilities.
- 9 To participate in client review meetings – both internal and CPA (Care Plan Approach) meetings.
- 10 To take an active role in house/tenant meetings.
- 11 To contribute to client Life Plans and participate in Life Planning meetings.
- 12 To support clients in planning and preparing for their holidays.
- 13 To accompany clients on their holidays and provide support as identified within their Care Plans.
- 14 Where clients require support with medication, provide support in compliance with the Medication Procedure. Fully comply with the documented medication administration and recording systems.

Financial responsibilities

- 15 To ensure all client finances are maintained within the prescribed procedures.
- 16 To follow all procedures relating to client and Company finances.
- 17 To support clients in their application for Housing Benefit. This must be undertaken in conjunction with the client and line management.
- 18 To undertake delegated responsibilities in relation to supporting clients to access relevant benefits entitlement.
- 19 To ensure any petty cash expenditure is documented and accounted for as set out within the relevant procedure.

- 20 To ensure that any expenditure made on behalf of the client or Company is fully accounted for and that the relevant documentation is completed accurately and fully.

Team responsibilities

- 21 To work as part of a team ensuring information relating to the client(s) and service is communicated appropriately in order to ensure the continuity of support and service provision.
- 22 To attend and contribute to team meetings.
- 23 To take part in the annual strategic review process.

Personal development

- 24 To undertake relevant statutory training.
- 25 To undertake relevant training as identified by line management.
- 26 To identify training needs relating to your job performance and knowledge.
- 27 To prepare for and participate in your supervision meetings with line management.
- 28 To prepare for and participate in your annual appraisal.

Health and safety

- 29 To comply with all relevant Company and departmental health and safety requirements. To carry out delegated responsibilities in relation to health and safety checks.

Administration

- 30 To complete support notes, accounting for the support you have provided to the client. All written records must be accurate and legible.
- 31 To update Life Plans and any other relevant client documentation.
- 32 To properly utilise the written (and any other) communication systems as identified by line management.
- 33 To be involved in preparing client review reports.

General

- 34 To follow Company and departmental policies and procedures.
- 35 To contribute to the maintaining and development of quality standards.
- 36 To act as an ambassador for Azure at all times.

The key result areas above represent the major functions embraced within the role. From time to time these may be varied and the holder will undertake any reasonable duties assigned.