

## Job Description and Person Specification

<b>Job Title:</b>	<b>Support Worker Grade 2</b>
<b>Job Family:</b>	Support
<b>Responsible To:</b>	Service Manager
<b>Responsible For:</b>	N/A
<b>Role Purpose:</b>	To promote a supportive and caring environment, as part of a team, providing practical assistance and emotional support to customers, enabling them to achieve their desired level of self-sufficiency and integration into the community

### What you need to do in this job:

- Support customers with moving in, ensuring they understand and meet the terms of their tenancy and supporting them in adjusting to their new home ensuring that all physical and emotional needs are addressed and support them, in conjunction with housing staff, with housing related issues, i.e. benefits and rents.
- Key working a number of customers, contributing to the preparation, implementation, monitoring and regular review of individual support plans. Providing the necessary degree of assistance to customer in line with their abilities and needs to enable them to carry out day to day personal tasks including the taking of medication, developing personal relationships, personal hygiene and diet.
- Communicating with customers on a day to day basis ensuring that all necessary services including medical and social services are provided as directed by the team manager and in line with residents wishes.
- Taking a secondary role to the team leader/manager in liaising directly with external bodies and partners as required on behalf of customers.
- Assist customers by helping them to become aware of their social opportunities, ensuring they are made aware of the relevant health and safety issues, particularly in relation to their use of fire, gas and electrical appliances using training and support.

- Working with customers as a group, encouraging tenant participation, ensuring that they are made aware of their responsibilities within the community and the opportunities for education and training, developing interests, volunteering, employment and making friends. To ensure that they are made aware of culturally specific services such as health treatments and to generally provide ongoing practical and emotional support to service users, empowering them to gain their optimum level of self-sufficiency.
- Undertake training and participate in supervision as required
- You will be alert to and proactive in safeguarding the health, safety and welfare of customers, yourself and colleagues based in the scheme.
- Comply with Health and Safety responsibilities
  - Maintaining a safe work environment
  - Risk Assessments
  - Keeping up to date with H & S policies/procedures
  - Fire safety checks
  - Escape routes being regularly checked
  - Ensuring accidents/ incidents are reported and recorded in compliance with the Health & Safety Policy
  - Health and Safety Inspections
  - Monitoring the Health, Safety and Wellbeing of tenants / customers.
- Participate in one-to-one supervision meetings and attend training so that you fully develop in your role and career.

## What you need to be like: Advance's PRIDE Values

Partnership	<ul style="list-style-type: none"> <li>• You work well with others, including customers and colleagues</li> <li>• You make lots of new contacts and connections</li> <li>• You share your knowledge and learning with others</li> </ul>
Respect	<ul style="list-style-type: none"> <li>• You are good at listening to and learning from others</li> <li>• You are positive and respond to feedback openly and honestly</li> <li>• You want to see things from the customers' perspective</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• You look for new or different ideas or solutions</li> <li>• You are willing to change routine ways of working</li> <li>• You like sharing ideas with colleagues and motivating them to make changes</li> </ul>
Drive	<ul style="list-style-type: none"> <li>• You are punctual and deliver work in a timely way</li> <li>• You understand Advance's, your team's and your own plans and priorities</li> <li>• You can explain how far you have got with work and can offer realistic timeframes for completion of the work</li> </ul>
Efficiency	<ul style="list-style-type: none"> <li>• You plan your work carefully</li> <li>• You look for ways to adopt and share 'best practice'</li> <li>• You try to save resources wherever possible (e.g. by considering how to save money, being environmentally friendly, using data systems etc.)</li> </ul>

What you need to know:	Essential/Desirable
NVQ Level 2 in Care or equivalent qualification or experience	E
No minimum academic standards necessary but you need to be literate and numerate in English	E
Willingness and ability to achieve the Care Certificate	E
Health and Social Care training (eg NVQ)	D
Experience, paid, voluntary or other, of providing others with support and assistance	D
Experience, paid or voluntary, of working with people with mental health issues or learning disabilities	D
Training in First Aid, Manual Handling and Health and Safety	D
Basic IT literacy (eg Microsoft Word, Microsoft Excel, Microsoft Outlook)	D

What you need to be able to do:	Essential/Desirable
Communicate with people and adapt the way you communicate to meet their needs	E
Listen to people and understand their needs and expectations	E
Work well as part of a team	E
Help customers to develop new skills	E
Ability to follow a Support Plan and Risk Assessments and maintain customer records	E
Understanding of how to deliver personal care, eg, assisting with bathing, showing, toileting and dressing.	D

## Points to note:

This role requires the post holder to complete an enhanced DBS check (Disclosure Barring Service (DBS))

This Job Description and Person Specification contain examples rather than an exhaustive list of tasks to be undertaken in your day to day role. The post holder will be required to undertake any additional duties commensurate with the role.

Advance may make reasonable changes from time to time.