



# Support Worker – ShireLiving Services

Job Description and Person  
Specification

**The Wrekin**  
Housing Group

## **THE WREKIN HOUSING GROUP**

### **Support Worker - ShireLiving**

#### **JOB DESCRIPTION**

##### **Job Summary and Purpose:**

ShireLiving schemes provide Extra Care accommodation for people over the age of 55 with varying care and support needs.

Under the direction and supervision of the Service Manager, the post holder will provide intensive housing management and care and support to the tenants living in a Shire Living Extra Care Scheme and the local community and in accordance with their care and support plans. The overall emphasis of the post will be to ensure that individuals can live as independently as possible in a safe, caring, inclusive community.

The post holder will assist in ensuring the building and its facilities are being managed effectively for the enjoyment and safety of tenants/customers and that any complaints or property related issues are dealt with promptly.

The post holder will work towards meeting the stated objectives of the organisation and in accordance with the policies and procedures of The Group Housing Association. The post holder will work in accordance with legislative and regulatory standards.

##### **Key Duties and Responsibilities:**

###### **Care and Support:**

- To respond to emergencies and calls for assistance made by tenants/customers via the alarm system and provide the most appropriate form of assistance/care.
- To always be aware of tenants/customers care / support plans in order to meet and deliver identified care and support needs.
- Deliver care and support as detailed in a tenants/customers care and support plan and/or as directed by the line manager and when directed deliver un-planned care following an accident or sudden illness until such time as a care and support plan can be devised.
- Report any concerns of potential abuse of a service user in line with The Group Safeguarding Policy.
- To participate in the care/support planning process by attending meetings as and when required and contributing to the assessment of

needs; the development of appropriate outcomes and recording service users progress in meeting those outcomes.

- To assist tenants /customers in maintaining their independence, by encouraging their involvement in decisions affecting all aspects of their life.
- To contribute to the health and well-being of tenants/customers by encouraging involvement in scheme and community based social and leisure activities.
- To report all concerns regarding a tenants/customers health and/or well-being in line with policy and procedure.
- At all times to afford tenants/customers the dignity and respect to which they are entitled and in particular, to recognise any special requirements associated with an individual's race, culture or religion.
- To work with families and other agencies to ensure continuity of service and communications.
- At all times work in accordance with any regulatory standards or regulations relating to the provision of care.

### **Intensive Housing Management and Tenants' Safety and Security:**

- To contribute to the allocation and tenant move-in process through involvement with;
  - The assessment of housing need.
  - Accompanied viewings.
  - Tenancy sign ups.
  - Ensuring a tenant has settled into their apartment following move-in.
  - Liaison with agencies and family regarding the tenants move into the scheme if appropriate
- Making visits in accordance with service requirements to maintain adequacy and safety of accommodation.
- To undertake a 'home-check plus' service assessing security, health and safety checks in and around the home.
- Make referrals for aids and adaptations to be installed in and around the tenant's home.

- Give assistance to access correct housing benefit help or financial advice to pay rent/service charges, ensuring that the process is understood and agreements for repayment of any debt are made.
- Assist in tenancy management matters; ensuring tenants understand their rights and responsibilities in accordance with their tenancy agreement.
- To assist tenants to report cases of Anti-Social Behaviour.
- To assist with the reporting of repairs in accordance with the Trust's procedure for residents and communal areas.
- To assist in monitoring the security and access to the building – allowing access to health, social, welfare agencies and service and maintenance contractors.
- Assist in the performance of fire drills / evacuations to ensure the efficacy of procedures for the benefit of tenants/customers
- Perform checks on equipment as directed including fire alarms, smoke alarms; emergency lighting checks, '24-hr emergency call' systems etc. Report any defects in accordance with policy and procedures if problems cannot be resolved on-site.

### **Other Housing Related Support:**

In addition to the provision of Intensive Housing Management the post holder will also;

- Assist new tenants to settle into their new home providing orientation of their home and the scheme.
- Contribute to the assessment of tenants support needs
- Work and liaise with other agencies to ensure tenants can remain independent.
- Assist tenants with correspondence.
- Encourage and support tenants/customers to attend social events and other appointments. Assist Service Manager with the organisation of social activities.

### **Health and Safety and Building Matters:**

- Keep communal areas clean, tidy and free from hazards and ensure all defects are reported promptly
- With the Service Manager ensure that services and contractors are monitored and service levels are maintained.

- To be aware of and adhere to all of The Group Policies and Procedures in relation to health and safety, including the Prevention and Control of infection.
- Work in a safe and responsible manner having regard to your own safety and the safety of colleagues, residents and others who might be affected by our work activities and operations and report all accidents and incidents in line with The Group Policies and Procedures.
- To adhere to any instructions or guidance as detailed in any support/care plans, risk assessments or other safe systems of work documentation.

**General:**

- Attend and successfully complete all training as identified by the service in order to meet the needs of residents and the service.
- Maintain essential documentation as required.
- Work effectively and co-operatively as a member of a team, maintaining good working relationships with colleagues; resident's families and professionals from other agencies.
- To attend meetings as required.
- To work flexibly to meet the needs of tenants/customers and the demands of the service

**Confidentiality:**

The post holder should ensure that they are familiar with and adhere to all The Group policies and procedures relating to confidentiality.

**Safeguarding Adults:**

All staff have a responsibility to safeguard residents. All staff must be familiar with, and adhere to the organisations' adult protection procedures.

**THE WREKIN HOUSING GROUP**  
**PERSON SPECIFICATION**

**SUPPORT WORKER**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>▪ Good communication, literacy and numeracy skills</li> <li>▪ Effective interpersonal skills and ability to work as part of a team</li> <li>▪ Ability to work unsupervised</li> <li>▪ Ability to be responsive to other people's needs</li> <li>▪ Demonstrate positive attitudes towards the right of vulnerable people.</li> <li>▪ Willingness to work flexibly according to the needs of the service and residents.</li> <li>▪ Willingness to undergo training including the Care Certificate and Diploma in Health and Social Care Level 2</li> <li>▪ To be willing to work at any location depicted by the needs of the service</li> <li>▪ To be prepared to work carry out all duties in line with The Group Equal Opportunities and Diversity Policy</li> <li>▪ Minimum age 18</li> <li>▪ Current full UK Driving Licence with access to a car. Car will need to be insured for business purposes (this is usually covered in most insurance policies).</li> </ul>	<ul style="list-style-type: none"> <li>▪ NVQ level 2 or Health and Social Care Diploma level 2</li> <li>▪ Experience in managing a household budget</li> <li>▪ Experience of working with vulnerable adults in a care and /or support role.</li> <li>▪ Experience of individual care planning/personal care role</li> <li>▪ Basic IT skills</li> <li>▪ Experience in providing housing related support to vulnerable people</li> </ul>