



Westhope Care Ltd

Job Description

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| JOB TITLE: SUPPORT WORKER |
| HOURS OF WORK: Our Supported Living homes work on a shift basis. Early shift: 0700 – 14.30. Late Shift: 13.30 – 21.00. Night Shift: 20.45 – 07.15 (day staff are not required to work night shifts) |
| SALARY: Starting at £12,500 PER ANNUM (on full time basis) / £6.41 per hour on part time basis. There are no enhanced rates for weekends, bank holidays and nights. |
| RESPONSIBILITY TO: Supported Living Senior Coordinator |
| SUPERVISION: By Supported Living Senior Coordinator |
| PURPOSE OF JOB: To support individual tenants in all aspects of housing management and to enable tenants to lead their chosen lifestyle. To uphold the stated philosophy, values, guidelines and aims and objectives of Westhope. |
| <p>Areas of Responsibility: These may vary according to the needs of the tenants and the location of the property. The post holder will be given an outline of responsibilities by the Supported Living Senior Coordinator, but will also take on duties on own initiative, in line with the needs and wishes of the tenants.</p> <p><u>Support for Tenants</u></p> <ol style="list-style-type: none">1. To work in a person centred way with the individuals and promote their choices, dignity and independence.2. To support tenants living in their own home.3. To support tenants to understand and maintain their tenancies.4. To support tenants moving into or out of the property; to be involved in the planning, preparation and execution of the move.5. To encourage and support tenants in their personal, social (including religious), leisure and work activities.6. The post holder will support the tenant to maintain and develop relationships.7. When required, to accompany tenants on holiday.8. When required, to undertake sleep in duties or waking night duties on the premises.9. To act as a link person between work, college or leisure establishments and the tenant, advising the establishments as necessary on the requirements or needs of the tenant.10. To provide emotional and practical support for tenants for every day issues and when tenants are faced with difficult decisions or experiences.11. To assist tenants with all aspects of their financial management so that they meet their financial commitments (paying bills, benefit claims etc).12. To assist tenants with managing the household bills, banking, shopping etc.13. To assist tenants with household work.14. Where required to assist tenants in administering their own medicine. |

15. Maintain records in accordance with Westhope's procedures.

Communication with Colleagues and others

16. To advise the supported living team leader in the absence of the Senior Coordinator of any significant risk to a tenant as soon as reasonably practical.
17. The post holder will act on own initiative on day to day issues, but must inform supported living team leader of any matter she or he considers serious.
18. To maintain regular communication with the other supported living workers and to ensure a smooth handover at the start and end of a shift.
19. Where tenants are living with a high degree of independence, the post holder should maintain regular telephone contact with them.
20. To meet other members of the staff team regularly, to exchange information and give support.
21. To meet supported living team leader for regular supervision sessions as agreed.
22. In the event of a serious incident or accident, contact appropriate outside agency, such as GP, hospital, fire brigade or police as well as supported living team leader and manager.

Administration

23. To complete all records as required.
24. To carry out written risk assessments in line with Westhope's guidelines with tenants for specific situations.
25. To write and submit an accident report in line with Westhope's guidelines.
26. To submit to the supported living team leader and team manager within 24 hours of any accident/incident involving a tenant.
27. To write a written report for the tenant's annual contract reviews.

Generally

28. This post requires a flexible approach to working patterns and duties and responsibilities may vary.
29. To be flexible as the tenants needs, interests and preferences change and to support their choices.
30. To take up all opportunities for training and development.
31. To maintain the confidentiality of all information concerning tenants.
32. To undertake any such other duties as are required and are appropriate to the job when time permits.
33. Participate in review meetings to effectively plan for a positive future and develop realistic care plans.
34. To support the tenant to reach their goals and fulfil their dreams and aspirations.

This job description will be reviewed annually
January 2009