



JOB SPECIFICATION

RESPECT | CARING | TRUST | EMPATHY | RELIABLE

JOB TITLE:	Support Worker / Housing Support
HOURS:	Variable between 10 and 37 hours per week. Relief hours vary according to support workers availability and the organisation's needs
SALARY:	£10.00- £10.50 per hour as from 1 st April 2021 Grading is dependent on experience and qualifications
EXPERIENCE: QUALIFICATION REQUIRED: needs is preferred	Experience in supporting vulnerable people and an understanding of the issues surrounding homelessness, social isolation and housing support Relevant level of qualification necessary to meet SSSC registrations requirements (E.g. SVQ3 Health & Social Care or equivalent) A clear pro social value base and commitment to your community is essential.
ACCOUNTABLE TO:	Service Manager

DUTIES

Post Purpose: To provide a consistent, high quality housing support service to vulnerable individuals using the services of Gateway in community based settings. Embrace the independence and dignity of our supported people to maintain a quality lifestyle regardless of their abilities and background.

Main Duties & Responsibilities: Provide planned, reactive and community focussed care and support, developing service user Care/Support Plans and maintaining service user records efficiently and effectively.

Communicate effectively and professionally within the Gateway Team and multi-agency at all times.

Be caring, innovative, enthusiastic and consistent in your approach to work and the individuals you support.

Support service users to live safely and raise any concerns they or you may have immediately with the Line/On Call Manager.

Carry out service user needs assessments and reviews in line with organisational policy.

To support individuals sensitively, preserving the individual's dignity and choice at all times, particularly for those requiring assistance with personal care.

To follow, develop and implement Care/Support Plans and updating them with current details regularly e.g. personal information, risk assessments, contact records and support plans etc.

Provide support and guidance to keep their homes/tenancies secure and safe.

Provide support and assistance to service users with regard to personal and family relationships, developing links with the wider community, leisure and recreational activities to reduce isolation.

Effectively and professionally manage a caseload as directed.

Provide high standards of respectful communications to the Support Team, Management Team and Service Users.

Have a positive approach to behaviour and problem solving.

Encourage healthy living & well-being for service users, e.g. healthy eating advice, promoting positive activities etc.

Deliver a person and choice centred support package based on active support and respectful relationships.

Support service users to access and use their communities and its resources. This will be achieved through active listening; respect and professionalism where the individual is at the very centre of their plan.

Liaise with other agencies in supporting individuals and signpost to other professionals (appropriate agencies) as highlighted in service user needs assessments to effectively support service users.

Networking & building good working relationships with other agencies to promote beneficial partnership working.

To encourage service users with medication and where appropriate to support in the administration of this – ensuring you adhere to the policies and guidance relating to administration of medication at all times.

Promote, understand, and follow Gateway's procedures and policies, including all relevant health & safety regulations. Understand the need for up to date risk assessments in the workplace. At times undertake work that can be physically demanding.

Respond to any emergencies appropriately in accordance with Gateway policies and procedures, including keeping accurate records of activities and incidents.

To work as part of the Community Based Team to follow the Data Protection Act and maintain high levels of confidentiality at all times.

Maintain effective working relationships with colleagues to create an atmosphere of respect and professionalism which is free from conflict.

Learn to be a reflective practitioner. Be responsible for your own standards and enthusiasm at work, achieved through reflection and coaching with your Line Manger.

Ensure you are aware of and apply the National Care Standards to meet the requirements within Gateway Policies and the Care Inspectorate.

Follow and implement Gateways policies and procedures, to achieve quality standards as required by the Care Inspectorate and Scottish Social Service Council.

Use and maintain Trust equipment and vehicles necessary to discharge allocated duties.

Any other tasks as required to contribute to the wider work of Gateway.

Undertake training as required in order to demonstrate fitness and continued fitness to practice safely the necessary skills to undertake the duties and responsibilities of your post.

Achieve registration with the Scottish Social Services Council and if required a willingness to attain the necessary qualification to achieve registration.

**Basic Service
Conditions:**

All staff receives and are required to participate in regular supervision, performance review and development appraisal from their designated line manager. Supervision will be formal and informal.

All support staff are required to work flexibly to deliver Gateway services.

Staff will be paid monthly.

Travel on behalf of the company is recompensed at 40p per mile.

Gateway reserves the right to amend or change the above responsibilities to enable evolving business needs to be met.

Reviewed and updated: October 2020

Review Date: October 2021