

## **JOB DESCRIPTION**

**Job Title:** Support Worker (Casual/Relief)

**Project and Location:** BCM's Supported Housing Project

**Reports to** Project Manager

**Main Purpose of Job:** To ensure the day to day running of the Supported House and provide support to the Service Users, resident in the House.

### **MAIN TASKS**

#### **Direct Support Work with Service Users**

- To assist in the induction programs for all new Service Users.
- To undertake allocated work with Service Users as detailed in their support plan and reviews.
- To advise and provide practical assistance to Service Users in budgeting, shopping, cooking and all aspects of developing independent living skills.
- To assist Service Users to find, secure and move on to permanent, more independent accommodation.
- To promote Service User involvement and active participation in the Project at all times including the decisions being made about them.
- To contribute to the planning, monitoring and review of Service.
- To be available to work at times appropriate to the changing needs of the Service Users and to ensure the efficient use of staff resources.
- To maintain daily accurate records of contact with Service Users and external agencies.
- To maintain all records and checklists as requested by Project Manager.
- To meet the physical, social and emotional needs of Service Users.
- When required / as agreed – advocate on behalf of Service user on matters that may affect them, e.g. rights and entitlements; third party interaction.
- To attend meetings (internal and external) as required and accompany service users to appointments etc.

#### **Communication**

- To work as a member of the Team and contribute to its overall effectiveness.
- To establish and maintain effective communication with relevant social work teams, NIHE Staff, and other support agencies in the community.
- Maintain accurate and complete records consistent with policies and procedures.
- To record and report all serious incidents or emergencies to the Project Manager/Senior Support Worker.
- To maintain Confidentiality at all times.

#### **Health & Safety**

- To monitor work place/area to ensure the Safety of self and all others and report any concerns.
- To ensure effective incident and accident reporting and recording.
- To evacuate buildings in an emergency.
- To ensure service users are encouraged to report any risks or concerns of risk.

- To ensure that all Service Users are fully aware of the health and safety policy and adhere to agreed guidelines.
- To ensure that the accommodation is maintained in a hygienic and safe standard. This will include housekeeping and cleaning tasks both inside and outside the premises and supporting Service Users to maintain their flats.
- To involve Service Users in the day to day housekeeping duties.

#### **Development of Self and/or Others**

- To undertake training and development relevant to the post and actively participate in supervision/feedback sessions and annual appraisals with your Line Manager.
- Assist with the induction of new staff.
- Support students where relevant.
- Support the role of volunteers in BCM and in the Project.

#### **Quality**

- To work in line with Supporting People's Quality Assessment Framework.
- To work in line with RQIA standards.
- Ensure that service user's views are sought and contribute to the continuous improvement of the service.
- To provide information when required for the investigation of untoward incidents or complaints.
- To maintain NISCC registration.

#### **Other Duties**

- To undertake other duties as required by your Manager.
- Participate in fundraising initiatives to allow for added value for the service users.

*The above list is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organization and the overall business objectives of the organization.*

## **GENERAL TERMS AND CONDITIONS**

Duration: Casual/Relief

Hours: As and when required

Salary: £9.32 per hour (BCM Scale Point 19)

Access NI: This post requires that a check must be carried out under the requirements of Access NI Enhanced Disclosure. This will involve a full criminal records check which will show spent and unspent convictions, cautions, cases pending and any other relevant information.

*If you require more details regarding the conditions of employment you will be given the opportunity at interview to discuss these and other matters.*

## **PERSON SPECIFICATION**

<b>Qualifications &amp; Experience</b>	
<p><b>Essential Criteria:</b></p> <ul style="list-style-type: none"> <li>• At least 1 years' experience working directly with vulnerable young people, to include working in situations with challenging behavior.</li> <li>• Knowledge of issues facing adolescents and, in particular, young people leaving care.</li> <li>• Good standard of numeracy and literacy.</li> </ul>	<p><b>Desirable Criteria:</b></p> <ul style="list-style-type: none"> <li>• IT Proficiency to include working use of Microsoft Word.</li> <li>• Minimum QCF (Level 2) in Health and Social Care OR equivalent qualification.</li> <li>• Current, Valid registration with NISCC.</li> </ul>
<b>Practical Skills &amp; Knowledge</b>	
<p><b>Essential Criteria:</b></p> <ul style="list-style-type: none"> <li>• Able to work with minimum supervision.</li> <li>• Able to use initiative and make sound judgments.</li> <li>• Able to work as part of a team and maintain good relationships with colleagues.</li> <li>• Good interpersonal skills.</li> </ul>	<p><b>Desirable Criteria:</b></p>
<b>Communication</b>	
<p><b>Essential Criteria:</b></p> <ul style="list-style-type: none"> <li>• Good level of spoken and written English.</li> <li>• Ability to converse with &amp; listen to, young people in order to meet their needs and address concerns</li> </ul>	<p><b>Desirable Criteria:</b></p>
<b>Availability</b>	
<p><b>Essential Criteria:</b></p> <ul style="list-style-type: none"> <li>• Flexible attitude to work and working hours (able to cover during periods of leave/sickness).</li> <li>• Full UK driving license and access to a care to permit travel with job when required.</li> <li>• Class 1 business car insurance to be able to transport service users.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Can demonstrate mobility to carry out the functions of the job.</li> </ul>	<p><b>Desirable Criteria:</b></p>

**It is a requirement of this post that if an applicant does not already possess a QCF Level 2 in Health & Social Care upon appointment, that they begin the undertaking of this qualification on successful completion of the probationary training period. (This is subject to funding and selection criteria).**

**You will be required to attain registration with NISCC before commencing this post.**