



Job Description

Home Matters Supporting People

'Foundations for a better life'

Supported Living opportunities

Job Title: Community Support Worker

Location: Dudley Borough

Reporting to: Service Manager

Terms and Conditions

Hours: 37.5 hours per week

Salary Range: £22,308 (Pro rata if less than 37.5 hours a week)

Holidays: 20 Days per year plus 8 public holidays

Employment Status: Permanent

Probationary Period: 6 months

On Call: One in every 8 weeks (telephone based) for which an allowance is paid

Driving: Full driving licence and access to own transport for which a mileage allowance is paid

DBS Check: Subject to satisfactory Enhanced DBS Check (Disclosure & Barring Service)

Notice Period: 4 weeks

Service Description

Home Matters Supporting People Ltd., are an established provider of supported living accommodation and support for individuals with mental health and learning disabilities. Home Matters have been providing services for over 25 years, developing individual 1-1 support packages for individuals either in Home Matters supported accommodation or within their own homes.

Home Matters Community services offer a variety of ways of supporting people, from one-to-one support, group work and therapeutic sessions, to social interventions and support group sessions at The Haven, Home Matters purpose developed centre. The Haven also hosts Home Matters Dementia Support C.I.C., delivering cognitive stimulation sessions known as the Sunshine Club and Music Group sessions.

The purpose of this position is to work actively as part of the Support Team and to focus on service users' direct needs specifically in relation to re-enablement and promoting pathways to recovery as part of a wellness recovery action plan and provide support in a re-enabling supportive style especially during times of mental health crisis, and about the future development and their progression.

Job Purpose

Home Matters works to support individuals, families and carers affected by mental illness to achieve a better quality of life. We strive to deliver a person-centred, tailored yet flexible support service to each service user thus encouraging independence and improving the life chances of adults at risk in the local community.

To adopt the philosophies and underpinning practices of Home Matters, to follow and implement support provision in line with the clinical needs assessment. This will include a working knowledge of the recovery star model and its key position in empowering and enabling service users to become accountable for their own growth, development and recovery.

The role of the Support Worker is constantly changing, and this role description will be reviewed with the postholder from time to time as a result of staff development and performance review.

Core Activities

- To be familiar with individual Support Plans and proactively support people who use our services in achieving their goals and aspirations.
- To promote a 'do with' rather than a 'do for' attitude.
- Respect service users right to make choices and to control their own life.
- Support individuals to reach their full potential.
- To provide specialist support to individuals with specific health or behavioural needs to provide assistance to prepare and eating meals and handling personal possessions; finances and documents in line with Home Matters policy and procedures.
- To promote effective communication and relationships with service users and their families/representatives, and with fellow colleagues, ensuring that individual methods of communication are considered.
- Contribute to the protection of individuals from the risk of abuse and harm to self and others who use Home Matters services or carers.
- Participate in the monitoring requirements of the service by producing statistical and written reports.
- Take responsibility for promoting health and safety at the service address.
- Work within the team around ongoing assessment and management of risk.
- Support individuals to comply with prescribed medication in line with CQC regs.

- Contribute to the financial recording and monitoring of the service.
- Work with the team in developing and maintaining Home Matters Quality Assurance Standards.
- Provide appropriate support to carers and relatives.
- Supporting individuals towards their recovery and self-management.
- To be a good communicator, both verbally and in writing.
- Administration for service delivery as required including record forms, ensuring they are completed accurately and in a timely manner.
- To work as a team member, sharing information and supporting colleagues.
- To constructively share views and suggestions to improve the service as part of a team.
- To act in accordance with Home Matters Health and Safety and to notify the manager promptly if there are any concerns.
- To be On Call (telephone based) approximately one in every twelve weeks.
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role.
- Participation in Team Meetings.
- Liaise with other mental health agencies on behalf of people who use our services.
- To work in accordance with Home Matters service operational policies and procedures and those of external regulators.
- To be able to work with basic computer packages.
- To be able to use, or prepared to learn to use, e-mail and the Internet.
- To be responsible for ensuring that services continually improve in line with internal recommendations and plans and external regulatory requirements.
- To participate in an effective and continuous development process, taking responsibility and ownership for your own supervision, appraisal and personal development.
- To ensure confidentiality is always maintained, in keeping with the Data Protection Act (DPA) 1998, ensuring that service users personal details are not disclosed to any unauthorised person and that all records are maintained accordingly.
- Provide knowledge and guidance with regard to claiming benefits, housing issues, educational and vocational training and employment.
- Work with the Manager to ensure service meets and exceeds Home Matters standards.
- Networking with other local agencies, to ensure strategic relevance of the service.
- Be able to work unsupervised.
- Possess the ability to multi-task and adapt.
- You should be an excellent communicator.
- You must be able to research information on a wide scale
- Be accountable to your line manager.
- Abide with Health and Safety.
- Always act within Home Matters best interests.
- Undertake other duties appropriate to the grade as allocated by your Line Manager.

Key Responsibilities:

Promote the persons equality, diversity and rights by:

- Assisting service users to exercise their rights by ensuring service users are aware of these in any given situation and facilitating service users to access this information.

- Encouraging service users to exercise freedom of choice by providing or enabling them to access information in order that they can make informed decisions and acknowledge that there may be a degree of risk in some choices.
- To clearly understand the process of therapeutic risk taking as part of learning and development for service users. To implement robust risk assessments which involve the service user in accurately evaluating their ability.
- Promoting the role of advocacy for service users by providing information on available advocacy services, promoting user involvement and choice in all aspects of support delivery.
- Encourage service users to make choices and acknowledge that there may be a degree of risk in some choices and these must be risk assessed and discussed with service users and the key worker.
- Encouraging and supporting service users to be involved with planning of their support.

Contribute to the protection of individuals from any type of harm. This will include:

- Contributing to the prevention of falls, self-harm, harm to others, abuse and fraud of service users' property and security by awareness of individual service users risk assessment information.
- Observing, monitoring service user's behaviour, mood and reporting any changes to the management of the support team. Record relevant information regarding service user's progress/activities/development.
- Assisting in maintaining an atmosphere that is safe and supportive for service users and staff.
- Abiding by policies and procedures.
- Understand the broad definition of the Mental Health Act.

Enable service users to achieve physical comfort and maintain their hygiene and appearance by:

- Having a good knowledge of users support needs.
- Assisting service users in carrying out activities of daily living and social and recreational activities (with regard to agreed plans). This may include advice, monitoring and recording within the following areas:
 - Achieving and maintaining daily living skills/tasks
 - Personal hygiene and choosing appropriate clothing
 - Healthy diet and life-styles
 - Sleep and rest

- Maintaining mental and physical health well-being
- Social interaction and community involvement, act as a role model to the service user by displaying appropriate social skills
- Budget and household management

Promote physical comfort and independent living skills to promote wellbeing and positive health and safety in their accommodation:

- Involve service users in the performance of all household duties in a manner which will enhance their skills and maintain their safety. Be prepared to roll your sleeves up and work alongside the service user to achieve household tasks.
- Work in the manner required to promote the service user's confidence and independence.
- Support the service user in maintaining the tidiness of their tenancy and personal space.
- Encouraging and assisting service users with activities of daily living to ensure optimum dignity, physical and mental wellbeing respecting service user's wishes and beliefs.
- Respect the rights and choices in relation to the management of their lifestyles and be non-judgmental.
- Advise service users regarding personal items /safe storage/budgeting.
- Assist the service users in the purchase of clothing/personal items as appropriate.
- Maintain the safekeeping of receipts for goods purchased.
- Record all expenditure in appropriate manner and comply with organisational policies and procedures.
- Undertake and maintain financial risk assessments with service users.
- Assist with formal budgeting assessments and financial management and advise on appropriate and responsible budgeting.
- Provide feedback to Team Manager immediately if financial difficulties are identified in relation to service users/licence agreements.

Support individuals experiencing a change in their support requirements and provision or as they move through different stages of their support plan by:

- Providing information as required or by directing questions to the appropriate member of the support team as required.
- Listening to service users as they explore their feelings relating to any changes.
- Review and update recovery star plans/risk assessments in line with changes in support and disseminate to the management and staff team.

Enabling service users to visit and receive other health support and community services by:

- Making transport arrangements as required and act as escort where needed.
- Ensuring relevant documentation is taken to/ready for the appointment in accordance with policy and as directed by the key worker/management. Assisting the support team in preparing the service user for the health service to be received both physically and psychologically by providing information as directed.
- Enabling service users to maintain their independence, mobility and make journeys and visits by appropriate transport.
- Where required, supporting service users attending any form of appointment, recreation, leisure, social or spiritual occasion.
- Facilitating service users to obtain information and prepare for the journey/appointment/visit.

Contribute to Support Planning and the Delivery of support by:

- Acting as key worker for service users that are allocated to you, work with them to develop a recovery star plan and risk assessments.
- Contributing to the planning implementation and evaluation of support programmes to enable individuals to manage their lifestyles, behaviour and coping strategies. This will include the observing, monitoring and recording of behaviour alongside implementation of the support plan.
- In line with Home Matters guidance, review support plans/risk assessments every 6 months or sooner if there are significant changes.
- Maintaining an atmosphere conducive to recovery and maintain a friendly professional relationship with service users, relatives and supporters. This will be delivered in an especially sensitive way in cases where mental illness and learning disability are evident.
- Contributing to the assessment, implementation and evaluation of service users support needs alongside other members of the multi-disciplinary team.

- Ensuring documentation is completed accurately and promptly to ensure support is recorded and essential information is available to other members of the support team.
- Key workers to develop and maintain up to date Care Passports for their service users that are readily available for emergency services.
- Complete the communication book at Supported Living Homes to ensure information is handed over to all staff who will be visiting the home to deliver support.

Contribute to the on-going support of service users and others significant to them by:

- Promoting effective communication and relationships, effectively communicating with service users and enabling them to develop their communication skills both written, and verbal as required.
- Effectively communicating with supporters/ relatives and colleagues from all disciplines.
- Supporting service users and others significant to them when they are distressed. This may be in times of bereavement, change of life-style due to clinical condition, mental distress by demonstrating empathy and understanding.
- Assisting service users in developing personal relationships/appropriate friendships, including facilitating service users to find out about local services and groups, escorting service users to appropriate activities as required and in line with the support plan.
- Employ motivational strategies to promote and encourage engagement and change.

Promote monitor and maintain health, safety and security in the workplace by, having a knowledge of and demonstrating due regard for health and safety:

- Ensuring that equipment provided is safely maintained and faults reported to an appropriate person.
- Undertake general household maintenance, such as changing a light bulb, unblocking plugs, etc., where it is safe to do so.
- Reporting any unusual occurrence to senior staff in particular accidents, incidents or other untoward events.
- Contributing to the maintenance of security of property, people and information maintaining confidentiality always. Ensure the implementation of the data protection act and observance of the policy relating to confidentiality.

- Assisting in maintaining the quality of the environment by attending to any problems that may arise informing the team manager of the need for action as appropriate.
- Ensure food is stored safely and appropriately.
- Ensure cleaning agents are stored appropriately and safely.
- Ensure clear entries, exits and pathways.
- Follow correct procedure in case of fire rehearse evacuation/emergency procedures.
- Check and report any defects in building structure, furnishing and equipment to appropriate personnel using existing procedures.
- Maintain risk assessments in relation to service users and regularly review particularly following any incidents.

Contribute to the organisation by:

- Using resources effectively and economically including work and travel time.
- Maintain accurate records either manual or computerised both relating to support provision and employment. This may include time sheets, mileage, receipt of deliveries and use of stock etc.
- Take part in appraisal and attend regular supervision sessions as required.
- Undertake training as required in line with job role and as agreed with line manager. This will include mandatory training as defined and specialist courses relating to the area of support and/or your own personal development.
- Attend all meetings as requested by the team manager.
- Promote a positive professional attitude to all persons and always ensure that the appropriate dress code is observed.
- Undertake other tasks and responsibilities as required commensurate with the job title, the post and it's grading.

Person Specification:

Essential key skills/attributes:

- A good knowledge of either mental health /learning disability /dementia and associated needs
- Experience of working within a caring environment
- Good communication skills, both written and spoken
- A proactive, positive and reliable nature
- Good time keeper

- Team player
- Ability to work on own initiative
- Good awareness of confidentiality
- Calm under pressure
- A focus on providing service excellence
- Building and maintaining relationships
- Knowledge of Company procedures and processes
- Good awareness of Equality and Diversity and Anti-Discriminatory practice
- The ability to undertake general maintenance tasks and to work alongside the service user to maintain their living environment e.g. light cleaning, changing a light bulb, unblocking a plug, etc.
- The ability to work flexibly where and when necessary, on a 365 day per year rota basis, including weekends, evenings and bank holidays



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