POST: Support Worker Apprenticeship

SALARY: Minimum wage

DEPARTMENT: Accommodation and Community Support Department

HOURS OF WORK: 21hrs per week (plus additional training hours)

JOB PURPOSE

Work as part of an area team to provide effective support services in an accommodation unit and transition into the community.

MAIN RESPONSIBILITIES:

1. Ensure the needs of Service Users, within the accommodation, transition and community, are effectively met – promoting independence through support, development and progression.
   
   - Meet milestones set by Team Leader to support the achievement of the departmental plan.
   - Provide support and advice to service users.
   - Undertake part of the client assessments to inform support workers of the intervention level required.
   - Help to deliver outcomes based Support Plans set by support workers.
   - Ensure understanding of the Referral, Acceptance and Induction process for residents is undertaken in accordance with Simon Community N.I. Procedures and any Trust Service Level Agreement, where appropriate.
   - Liaise with external agencies where appropriate, to ensure the co-ordination and integration of services, and maximise opportunities.
   - Act as an advocate providing support to and on behalf of clients to maximise support.
   - Maintain the confidentiality of information in line with organisational and legislative requirements.
   - Advise the Management of issues/concerns which may impinge on the smooth running of the service.

2. Performance management
   
   - Participate in the organisation supervision.
3. Effective monitoring and management of organisational resources
   - Ensure the effective and efficient use of organisational resources at all times.
   - Monitor and advise on levels of stocks.
   - Effectively maintain all recording systems employed by the service.

4. Ensure Quality Assurance/Continuous Improvement
   - Support and participate in the implementation of agreed improvement plans within a culture of continuous improvement and service excellence.
   - Carry out all duties in accordance with Simon Community Quality Procedures.

5. Ensure all Health and Safety and the Promotion Of Good Housekeeping Practices
   - Contribute at all times to the physical cleanliness and general condition of the facilities of the service.
   - Adhere to the Simon Community N.I. Health and Safety Policy at all times.
   - Record and report any defects and or accidents in the property.
   - Support the undertaking of Health and Safety risk assessments, as appropriate and the implementation of any agreed actions.
   - Ensure awareness and adherence to the Lone Working Policy and Guardian 24 Service.

6. Promote Equal Opportunities
   - Contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with Simon Community principles, policies and procedures.

7. Promote the aims and objectives of the organisation at all times
   - Promote the Organisation’s mission, values, aims and objectives and ensure all organisational Policies and Procedures and Staff Code of Practice are followed at all times.

8. Other Responsibilities
   - To be responsible for the project in the absence of the Team Leader in accordance with agreed parameters.
   - To carry out all other reasonable duties as may be from time to time.
Required Competencies for Accommodation & Community Support Workers:

Competency level: 1

- **Working with people** - The ability to build and maintain effective working relationships
- **Communication** - The ability to express information, ideas and views clearly and concisely
- **Problem solving and decision making** - The ability to identify problems and propose/take appropriate action in a timely manner
- **Delivering excellence** - The ability to show responsibility for own work within set requirements
- **Personal leadership** - The ability to show positive self leadership in approach to work and relationships

SIMON COMMUNITY NORTHERN IRELAND
APPRENTICESHIP PERSON SPECIFICATION

POST: Support Worker Apprenticeship

**ESSENTIAL CRITERIA**

- A level of numeracy and literacy is required for the post.
- Computer literate.
  
  (Evidence of these will be required during interview process)

- All candidates must be 18+

**ENHANCED CRITERIA**

The selection panel reserves the right to enhance the short-listing criteria in order to facilitate manageable shortlists.