

## **JOB DESCRIPTION**

**Job Title:** Support Worker

**Project and Location:** BCM's Supported Housing, Belfast, Bangor & Newtownards

**Relationships:**

Reports to: Project Manager

Responsible to: Service Manager

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

### **MAIN TASKS**

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

- To carry out all duties as required of a key worker role.
- 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 facilitate weekly Service User meetings as required.
- To promote Service User involvement and active participation in the Project at all times including the decisions being made about themselves
- 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 encourage Service User involvement in all aspects of the Project.
- To maintain daily accurate records of contact with Service Users.
- To maintain all records and checklists as requested by Project Manager/Project Worker.

#### **Communication**

- To work as a member of the Team and contribute to its overall effectiveness.
- To promote develop and maintain good public relations and the service.
- To attend and participate in meetings as required including Staff/Team and external meetings.
- 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 use effective and appropriate communication with others, including service users at all times
- To record and report all serious incidents or emergencies to the Project Worker/Manager.
- To attend a minimum of monthly supervision sessions with the Project Worker or Project Manager.

## **Health & Safety**

- To read, understand and adhere to your personal copy of BCM's Staff Health and Safety handbook.
- To monitor work place/area to ensure Safety of self and others and report any concerns.
- To ensure effective incident and accident reporting and recording.
- To record and report all accidents and significant incidents.
- 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.
- To involve Service Users in the day to day housekeeping duties.
- To report immediately to the Project Manager all untoward events, complaints, accidents and malicious or criminal damage.

## **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.
- Take responsibility for own learning and actively participate in available learning opportunities.
- To contribute to the Learning of others by helping with Staff/Volunteer inductions, taking an active role in team meetings and sharing ideas and knowledge.
- To evaluate learning opportunities and share information with colleagues.
- To assist students on placement when appropriate.
- At all times to assist and support the work of the Project Worker and to act up in place of the Project Worker if required.

## **Quality**

- To maintain Confidentiality at all times.
- To handle cash safely and in line with BCM systems when relevant.
- To read, understand and adhere to and promote BCM policies and procedures at all times e.g. Data Protection, Protection of Children and Vulnerable Adults.
- To prioritise own workload and manage time to ensure tasks are completed in a timely fashion and quality is not compromised.
- To ensure the economic and safe use of resources and equipment.
- To maintain and meet professional registration requirements where relevant eg. NISCC.
- In line with BCM's Whistle Blowing Policy to bring to the attention of your Manager (or relevant other) any concerns regarding the behavior of staff, volunteers or others which could put at risk the safety or security of BCM Service users, Staff, Volunteers, the public or any of BCM's resources or property. This includes breaches in procedures or sub-standard quality of work.
- Where relevant to travel to a range of venues.
- 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 if required for the investigation of untoward incidents or complaints.

### **Equality & Diversity**

- To recognize the importance of People's rights and act in accordance with legislation, policies and procedures.
- To observe and adhere to BCM's Equal Opportunities Policy ensuring a neutral environment is maintained.
- To adhere to BCM's harassment policy and maintain a harmonious working environment in which bullying or harassment does not occur.
- To perform duties in a manner acknowledging and recognizing others expressed beliefs, preferences and choices respecting diversity and valuing people as individuals.
- To take account of own behavior and its effect on others.
- To identify and take action when own or other's behavior undermines equality and diversity.
- When appropriate, support service users and colleagues in need of assistance to exercise their rights.
- To be available to work at times appropriate to the changing needs of service users.

### **Promotion of BCM**

- To Work alongside and support where relevant and appropriate the work and role of volunteers in BCM.
- To promote a positive and professional image of BCM at all times.
- To participate fully in the work of BCM fundraising events.
- To understand and explain the ethos and purpose of BCM Supported Housing and BCM as an organization, to service users, the public and other professionals.
- To circulate Project and BCM promotional materials as appropriate.
- To maximize the use of positive publicity for the service and the organization.
- To facilitate partnership working with all relevant agencies to increase public awareness of the service and the organization.

### **Other Duties**

- To work flexibly, to include working evenings, weekends.
- To undertake other duties as required by your Manager.

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:	Permanent
Hours:	35 hours per week, as per rota, to include evenings and weekends.
Salary:	BCM Scale Point 19 - 21 (£16,968 - £18,502 per annum).
Holidays:	Based on 21 days per annum plus 12 Public Holidays.
Probation Period:	Six months.
Pension:	Entitled to join after three months service. Staff are required to make a minimum contribution of three percent of basic salary to their personal pension within the Group Scheme.
Benefits:	Childcare Vouchers Cyclescheme O2 Open
Period of Notice:	Less than six months service = 1 week. Six months service or more = 1 month.
Sick Scheme:	SSP only  No sick pay will be paid in respect of the first 3 days of any period of sickness absence.
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

**Job Title: Support Worker**

Criteria	Essential	Desirable
<b>Qualifications &amp; Registrations</b>	<ul style="list-style-type: none"> <li>• Minimum QCF (Level 2) in Health and Social Care OR equivalent qualification.</li> <li>• GCSE Mathematics and English (Grade C or above or equivalent).</li> <li>• You will be required to attain (if not already attained) registration with the Northern Ireland Social Care Council (NISCC).</li> </ul>	<ul style="list-style-type: none"> <li>• Computer literacy.</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• At least 1 years' experience working directly with vulnerable young people.</li> <li>• Knowledge of issues facing adolescents and, in particular, young people leaving care.</li> <li>• Experience of working with challenging young people.</li> </ul>	
<b>Skills</b>	<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>	
<b>Equality Issues</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate an understanding of and adherence to good practice in equality and diversity.</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Good level of spoken and written English.</li> <li>• Clear and concise written and verbal information.</li> </ul>	
<b>Availability</b>	<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 to permit travel with job when required.</li> </ul>	