


<b>JOB DESCRIPTION</b> <div>  </div>	
<b>JOB TITLE:</b> Support Worker (Hostels)	<b>REPORTS TO:</b> SSW/Manager
<b>DEPARTMENT:</b> Housing and Care Services	
<b>DATE:</b> September 2024	<b>REVIEW DATE:</b> September 2025
<b>ROLE PURPOSE:</b> <p>To work with other members of staff to meet the care needs of tenants with alcohol and drug misuse issues in a way that respects the dignity of the individual and promotes independence. To encourage tenants to make the scheme into a mutually supportive environment for themselves and their visitors</p> <p>To work with a team and operate within a framework of “harm reduction” to maximize individual potential, improve the health and quality of life for adults with alcohol and drug misuse issues living within a wet hostel.</p> <p>This environment is both challenging and complex, where the post-holder will work, not only with individuals who have addiction issues, but acute needs in respect of mental and physical health.</p>	
<b>Key Area</b>	<b>Key Activities</b>
<b><u>Service Provision</u></b>	<ul style="list-style-type: none"> <li>• Assist in the development, implementation and regular review of support plans taking account of the views of tenants their families and significant others.</li> <li>• Assist tenants participate in agreed programmes of support and activities/trip on scheme and off. (domestic skills, personal hygiene skills, work skills, social and recreational skills and self-help skills).</li> <li>• Provide support to tenants (via the key worker system) in order to maintain personal care needs.</li> <li>• Observe and report changes to tenant’s health and behaviours.</li> <li>• Act as part of a team in the preparation, implementation and ongoing review of programmes of activities based on tenant’s individual and group needs.</li> <li>• Plan and implement regular key-work, annual reviews and resulting action plans with tenants.</li> <li>• Arrange and actively participate in tenant’s activities including holidays, day trips, seasonal events and fundraising for the scheme.</li> <li>• Work as an effective member of the team to meet the needs of tenants and ensure continuity of support via support plans.</li> <li>• Communicate effectively with public bodies to support tenant’s development.</li> <li>• Ensure all services are delivered in accordance with recognised standards including Supporting People and Apex’s policies and procedures.</li> <li>• Support and enable good relations between tenants and the local and wider community.</li> <li>• Establish and maintain good working relationships with the multidisciplinary team, tenants, visitors, colleagues, relatives, other departments/all levels of management.</li> <li>• Provide a comprehensive handover.</li> <li>• Follow the Associations complaints policy on receipt of any complaint made by a tenant or on behalf of a tenant</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure confidentiality at all times in relation to tenants, relatives and staff (unless you believe harm may be caused to the person or another person).</li> <li>• Assist in the update of contingency plans as required.</li> <li>• Deliver all tasks on time and to agreed quality standards.</li> <li>• As per rota carry out kitchen duties at breakfast and tea-time and other times if needed.</li> </ul>
<b><u>Catering Service</u></b>	<ul style="list-style-type: none"> <li>• Where appropriate in the absence of the Cook, prepare and serve meals meeting the dietary requirements of tenants.</li> <li>• Help to ensure that the scheme complies with Environmental Health legislation and internal controls.</li> </ul>
<b><u>Record Keeping</u></b>	<ul style="list-style-type: none"> <li>• Maintain accurate and up to date records in respect of: support plans, prescribed medication, the receipt, storage and dispensing of alcohol (HITW only), scheme diary, communication book, cleaning sheets, fridge/freezer/temperature records.</li> </ul>
<b><u>Drug Administration</u> (only applicable as per scheme requirements)</b>	<ul style="list-style-type: none"> <li>• Administer a range of medications within protocol and within current Apex policy, and document this accurately.</li> <li>• Order, store and record prescribed medication under the supervision of the Manager and in accordance with Apex's policies and procedures.</li> <li>• Where appropriate, complete drug audits as per Apex Policy.</li> </ul>
<b><u>Financial Administration</u></b>	<ul style="list-style-type: none"> <li>• Where appropriate, manage tenant's monies in line with Apex policies and procedures, with particular reference to the Fraud Policy.</li> <li>• Assist the Manager in the ordering and purchasing of supplies required by the scheme.</li> <li>• Where appropriate, manage petty cash in line with Apex policies and procedures.</li> </ul>
<b><u>Confidentiality / Respect / Professionalism</u></b>	<ul style="list-style-type: none"> <li>• Maintain NISCC registration in line with Apex Policy and NISCC requirements (annual fee and three yearly renewals).</li> <li>• Maintain high standards of personal accountability and abide by the Association's and NISCC Code of Conduct.</li> <li>• Ensure confidentiality at all times in relation to tenants, relatives and staff.</li> <li>• Adhere to Apex Policy and NISCC Standards of Conduct in relation to the use of social media and social networking sites.</li> </ul>
<b><u>Self-Development</u></b>	<ul style="list-style-type: none"> <li>• Undertake and successfully complete induction programme and competency assessment within probationary period (i.e. 6 mths from commencement of employment).</li> <li>• Attend and participate in regular staff meetings to discuss and review progress and management of the scheme.</li> <li>• Participate in open two-way dialogue during supervision and appraisal meetings and fulfil active scheme roles e.g. Activities Officer, Health and Safety Officer.</li> <li>• Attend and participate in all mandatory training including: <ul style="list-style-type: none"> <li>- Scheme Induction</li> <li>- Roles and Responsibilities</li> <li>- Adult Protection</li> <li>- Personal Safety</li> <li>- Infection Control</li> <li>- Manual Handling</li> <li>- Basic First Aid</li> <li>- Fire and Evacuation</li> <li>- COSHH</li> <li>- Health and Safety</li> <li>- Food Safety</li> <li>- Child Protection</li> <li>- Safe Administration of Medicines (only applicable as per scheme requirements)</li> </ul> </li> <li>• Complete refresher training on the above subjects via e-learning.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in other training and development opportunities as agreed with the Manager.</li> </ul>
<b><u>Health and Safety and Risk Management</u></b>	<ul style="list-style-type: none"> <li>• Conduct risk assessments prior to moving and handling of tenants either within the scheme or outside the scheme</li> <li>• Implement the outcomes of risk assessments on daily duties performed.</li> <li>• Take personal responsibility for own safety e.g. reporting concerns.</li> <li>• Report/document any faults/repairs/maintenance issues.</li> <li>• Comply with all Health and Safety policies and procedures including serious untoward incidents and accident reporting.</li> <li>• Conduct health and safety audits as required.</li> </ul>
<b><u>Housekeeping</u></b>	<ul style="list-style-type: none"> <li>• Ensure that the scheme is clean and tidy at all times in accordance with the standards of the Association, including external areas within the scheme perimeter.</li> <li>• Assist and guide tenants in maintaining acceptable living standards.</li> </ul>
	<ul style="list-style-type: none"> <li>• Employees are expected to demonstrate commitment to the Association by ensuring regular attendance at work and efficient completion of duties.</li> <li>• Provide cover for scheduled annual leave, training and any other ad hoc absences.</li> <li>• A commitment to the statutory duties under Section 75 of the N.Ireland Act 1998.</li> <li>• These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing and the Manager the duties may change from time to time to enhance the service.</li> </ul>