


JOB DESCRIPTION	
	
JOB TITLE: Support Worker - Housing with Care	REPORTS TO: Manager
DEPARTMENT: Housing and Care Services	
DATE: May 2025	REVIEW: November 2025
ROLE PURPOSE: To work within a team to develop and deliver personalised support and care services to Housing with Care Tenants, in a way that respects the dignity of the individual and promotes independence.	
Key Area	Key Activities
<u>Support and Care</u>	<ul style="list-style-type: none"> • Assist in the development, implementation and review of support/ care plans, risk assessments and STAR outcomes taking account of the views of tenants, their families and significant others. • Assist tenants to participate in agreed programmes of support (Keeping in Touch, Feeling positive, Being treated with dignity, Looking after yourself, Feeling safe, Managing money, Staying as well as you can.) to achieve maximum independence. • Assess and draw up support and care plans for tenants (using the Star outcomes model) and complete annual support/care reviews for tenants (via the key worker system). • Provide support and care to tenants in order to maintain independence and optimum level of functioning and give care/support as per tenant's care/support plan and task analysis. • Observe and report changes to tenant's physical, psychological and emotional health and well-being. • Plan and implement regular key-work, annual reviews and resulting action plans in conjunction with tenants. • Act as part of a team in the preparation, implementation and ongoing review of programmes of activities based on tenant's individual needs. • Arrange and actively participate in tenants' activities including day care provision, day trips, seasonal and fundraising events. • Work as an effective member of the team to meet the needs of tenants. • Communicate effectively with public bodies to support tenant's development. • Ensure all services are delivered in accordance with recognised standards, including RQIA, Supporting People, and Apex's policies and procedures. • Support and enable good relations between tenants and the local and wider community. • Establish and maintain good working relationships with the multidisciplinary team, tenants, visitors, colleagues, relatives, other departments/all levels of management. • Arrange and accompany tenants on appointments or with shopping as required. • Provide a comprehensive handover to other team members. • Assist manager in tenant's admission, discharge, transfers and in dealing with scheme enquiries • Follow the Associations complaints policy on receipt of any complaint made by a tenant or on behalf of a tenant • 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 by not doing so). • Deliver all tasks on time and to agreed quality standards.

<u>Cooking</u>	<ul style="list-style-type: none"> • Follow agreed menu plan and tenant's choices, prepare and serve meals, ensuring the dietary requirements of individual tenants are met. • Ensure that the preparation and serving of meals is in accordance with Apex's internal controls. • Complete Opt outs for tenants. • Sign off all catering records to meet HACCP, Environmental health and Apex requirements.
<u>Record Keeping</u>	<ul style="list-style-type: none"> • Maintain accurate and up to date records in respect of: support/care plans, task analysis, prescribed medication, scheme diary, communication book, cleaning sheets, food safety records, accidents and incidents, safeguarding, maintenance logging etc. • Write accurate and timely reports as required. • Undertake filing and maintain stock of all relevant books and forms. • Update notice boards and staffing board.
<u>Drug Administration</u>	<ul style="list-style-type: none"> • Administer a range of medications within tenant protocol and within current Apex policy and document this accurately. • Order, receive (check against pharmacy order), store and return prescribed medication in accordance with Apex's policies and procedures. • Report drug incidents. • Where appropriate, complete drug audits as per Apex Policy.
<u>Financial/Administration</u>	<ul style="list-style-type: none"> • Assist with financial duties to ensure financial administrative procedures and records are satisfactorily maintained. This includes rent payment, petty cash, tenant's personal monies and tenant's comfort fund in line with Apex policies and procedures, with particular reference to the Fraud Policy • Assist the Manager in the ordering and purchasing of supplies required by the scheme • Assist in the gathering of information, updating of records and contribute to the review of systems or records as directed by the Manager. • Assist tenants with budgeting and financial management if required in support plan.
<u>Self-Development</u>	<ul style="list-style-type: none"> • Undertake and successfully complete induction programme and competency assessment within probationary period (i.e. 6 months from commencement of employment). • Ensure registration with NISCC and maintain registration on an annual basis (annual fee and three yearly renewal). • Attend and participate in regular staff meetings to discuss and review progress and management of the scheme. • Participate in open two-way dialogue during supervision and appraisal meetings. • Attend and participate in all mandatory training including: <ul style="list-style-type: none"> - Scheme Induction - Adult Protection - Personal safety - Infection Control - Manual Handling - Basic First Aid - Fire and Evacuation - COSHH - Health and Safety - Food Handling - Child Protection

	<ul style="list-style-type: none"> • Participate in other training and development opportunities as agreed with the Manager.
<u>Leadership</u>	<ul style="list-style-type: none"> • Participate in on-call rota where applicable (on completion of core competencies). • Take charge of shift and delegate workloads to other staff (where applicable). • Check all daily and delegated tasks are completed e.g. health & safety representative, activity co coordinator, fundraiser etc. • Supervise volunteers. • Act as a buddy for new staff or participate in the induction of new colleagues.
<u>Health and Safety and Risk Management</u>	<ul style="list-style-type: none"> • Implement the outcomes of risk assessments on daily duties performed. • Take personal responsibility for own safety e.g. reporting concerns. • Report and document any faults/repairs/maintenance issues. • Comply with all Health and Safety policies and procedures including safeguarding, incidents and accident reporting. • Conduct health and safety audits as required e.g. water temperatures, legionella, emergency lighting, call bell, fire alarm, night, security checks etc.
<u>Housekeeping</u>	<ul style="list-style-type: none"> • Ensure cleaning and hygiene standards in tenant's flats are maintained. • Ensure tenant's laundry service, including washing and ironing of bed linen and tenants clothing is done to high standard. • Carry out equipment checks, ensuring they are fit for purpose. • Sign off cleaning rotas. • Assist manager to order stock and with stock taking.
<u>Miscellaneous</u>	<ul style="list-style-type: none"> • Demonstrate commitment to the Association by ensuring regular attendance at work and efficient completion of duties. • Provide cover for scheduled annual leave, training and any other ad hoc absences. • Maintain high standards of personal accountability and abide by the Association's and NISCC Code of Conduct. • Adhere to the Association's Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work • These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing Association and the Manager the duties may change from time to time to enhance the service.