

JOB DESCRIPTION
JOB TITLE: Support Worker - Learning Disability/Mental Health **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 adults with learning disabilities/mental health issues, in a way that respects the dignity of the individual and promotes independence.

| Key Area | Key Activities |
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| <u>Support and Care</u> | <ul style="list-style-type: none"> • Assist in the development, implementation and review of support and care plans taking account of the views of tenants, their families and significant others. • Assist tenants to participate in agreed programmes of support (domestic skills, personal hygiene skills, work skills, social and recreational skills and self-help skills) 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. • Provide support and assistance to tenants (via the key worker system) in order to maintain personal care needs. • Observe and report changes to tenant's health and behaviours. • Act as part of a team in the preparation, implementation and ongoing review of programmes of activities based on tenant's individual needs. • Plan and implement regular key-work, annual reviews and resulting action plans in conjunction with tenants. • Arrange and actively participate in tenants' activities including holidays, 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. • Provide a comprehensive handover to other team members. • 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"> • Assist tenants in the planning, preparation and serving of meals and ensure the dietary requirements of individual tenants are met. • Assist in the preparation and serving of meals in accordance with Apex's internal controls. |

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| <u>Record Keeping</u> | <ul style="list-style-type: none"> • Maintain accurate and up to date records in respect of: support/care plans, prescribed medication, scheme diary, communication book, cleaning sheets, food safety records etc. • Write accurate and timely reports as required. |
| <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) and store prescribed medication under the supervision of the Manager and in accordance with Apex's policies and procedures. • 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 and support tenants to maximise their income. 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 |
| <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 mths from commencement of employment). • Ensure registration with NISCC and maintain registration on an annual basis (annual fee and three yearly renewals). • 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 - MAPA - Infection Control - Manual Handling - Basic First Aid - Fire and Evacuation - COSHH - Health and Safety - Food Handling - Child Protection • 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). |
| <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 serious untoward incidents and accident reporting. • Conduct health and safety audits as required. |

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| <u>Housekeeping</u> | <ul style="list-style-type: none"> • Ensure tenants are supported to maintain cleaning and hygiene standards in the day to day running of their home. • Ensure all communal areas are kept clean and tidy. • Assist tenants in cleaning and tidying of their individual rooms • Assist tenants to carry out laundry, including the washing and ironing of bed linen and tenants clothing. • Clean tenants` aids, as required. |
| <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. |