

JOB DESCRIPTION & SPECIFICATION	
SUPPORT WORKER	
Location	Riverside Place, 191 Donaghadee Road, Bangor, BT20 4RY
Project Remit	<p>Our supported housing service works with young people from 16-21 years of age for up to two years. The young people will live in flats/shared accommodation and may present some complex needs and challenging behaviour; some young people may have problems with drugs, alcohol or they may have been in trouble with the police.</p> <p>Additionally, some young people may arrive at our projects with a complex history which can include self-harm, trauma, isolation, poverty, difficulty in forming relationships / trust.</p>
Hours of Work	37 hours per week on a rolling rota
Salary	£24,464.66 per annum (£12.715 per hour)
Contract Type	Permanent
Pension	4% employer pension contribution (after 3 months of service)
Holidays	33 days annual leave per annum (including statutory holidays)
Sick Scheme	Paid sick leave 4 weeks full pay and 4 weeks half pay after one year of service.
Benefits	<ul style="list-style-type: none"> • Westfield Health Level 1 - Cash back plan and additional benefit of unlimited MRI and CT scans and 1 PET scan within a 12-month period • Westfield Health Rewards • Long service annual leave increments and scheme • Paid Access NI • Learning & Development opportunities

Job Specification

Essential	
Qualifications & Experience	<ul style="list-style-type: none"> At least one year's experience supporting groups and/or individuals either a paid or voluntary capacity.
Skills	<ul style="list-style-type: none"> Excellent verbal and written communication skills Ability to competently use IT for communication and record-keeping. Excellent communication, interpersonal skills, patience, and empathy. Ability to adapt communication style based on the person Ability to form appropriate supportive relationships with service users, representatives, and the wider community Demonstrate resilience and use initiative to resolve issues and follow correct reporting procedures Demonstratable IT literacy including experience using Microsoft Office applications, email, and the internet
Circumstances	<ul style="list-style-type: none"> Ability to work on a rota basis.
The successful candidates will require	
Access NI	This Post is subject to an Enhanced Access NI check. Having a criminal record will not necessarily debar you from working with BCM. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate.
NISCC Registration	If you are or have been registered with NISCC, your registration must be active on commencement of employment. If you have never been registered, you must be registered before the end of your probationary period.

Job Description

Scope of Responsibility	<p>As a Support worker you will ensure that you listen to the needs and feelings of the young person to enable you to facilitate any necessary help that they need, including interventions and signposting them to other support services to give them every opportunity to get the help that they need and deserve.</p> <p>You will assist the young people to cope with significant changes associated with adulthood, encourage them to make their own decisions and educate them on general life activities in terms of health, hygiene, finance, housing, etc.</p> <p>You will work as part of a team to maintain tidiness, cleanliness and hygiene standards in all communal areas ensuring all health and safety requirements are met.</p>
Key Areas of Responsibility	<p><u>Service user support</u></p> <ul style="list-style-type: none"> • Act as key worker for a number of young people in the project, providing emotional and practical support. • Working through support plans to ensure that the needs of the young people are met. • Review plans and goals to encourage the young person to live a life that they choose and reach their goals and work towards positive outcomes. • Carry out risk assessments to ensure that the young person is safe and has everything that they need. • Support young people to learn independent life skills, eg. cooking, cleaning, household shopping and budgeting. • Support young people to maintain or engage in education, training and employment. • Support the young people to obtain any benefits and other financial and non-financial entitlements and assistance that they need. • Accompany the young people to any necessary appointments relating to the above. • Work collaboratively with external agencies and stakeholders to achieve the best results for the young person <p><u>Health & Safety</u></p> <ul style="list-style-type: none"> • Work as a team with other Support Workers to maintain tidiness, cleanliness and hygiene standards in all communal areas • To undertake assigned duties regarding the overall health and safety and security of the service and utilize available security systems to manage risk relevant to the service.

	<ul style="list-style-type: none"> • To ensure completion of all relevant wellbeing and health and safety checks <p><u>Administration & Record Keeping</u></p> <ul style="list-style-type: none"> • Maintain accurate and up to date records including completing daily contact sheets, reporting on incidents, and maintaining the young person's files to ensure compliance with agency and regulatory requirements. • To remain vigilant to IT and cyber risks and comply at all times with BCM's IT Security policies.
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The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.