

## JOB DESCRIPTION

<b>Position:</b>	Support Workers (Supported Accommodation)
<b>Responsible to:</b>	Housing Officer
<b>Key Contacts:</b>	DCEO, Housing Officer, Housing Support Workers
<b>Salary:</b>	<b>starting salary £7.50 - £8.50 per hour</b> , dependant on qualifications and experience.
<b>Benefits:</b>	3% employer's contribution to a stakeholder pension
<b>Leave:</b>	31 days per year, inclusive of statutory bank holidays and public holidays
<b>Hours:</b>	Full time 37.5 hours per week
<b>Location:</b>	Gloucester

### **Job Purpose**

To provide a safe environment for the young people and assist them to live as good neighbours and deal with any issues as they arise.

To offer young people sensitive, professional, supportive and purposeful activity including housing support, enabling individuals to maintain their licencies and to live as independently as possible.

To provide young people with person centred, enabled focused support within Supported Housing, clarifying both the purpose and intended outcomes.

To provide aims and outcomes that are specific and targeted, changing negative behaviours, and expanding opportunities.

To support young people with budgeting; money management; and personal health and emotional matters.

To build a mentoring relationship and trust with young people, communicate and review each persons progress.

Through time limited focussed individual work and transition planning, enable move on to independent living.

To be responsible for promoting OPENhouse and the work we do.

## **Specific Duties**

### **Support young people to set up new home**

- Advice and support to manage the safety and security of new home i.e. door and window locks, smoke alarms, etc.
- Being shown and supported to understand refuse and recycling process.
- Support to understand importance of being a good neighbour.
- Guidance on local services within the locality.

### **Support young people to live with others**

- Agreeing house rules.
- Dealing with problems/issues.
- Considering others.
- Sharing tasks/doing your share.

### **Support young people to develop general household skills**

- Being shown and supported to use safely all electrical appliances within the Placement.
- Guidance and support to wash and iron clothing.
- Guidance and support to shop on a budget for food, cleaning and household items.
- Guidance and support to prepare healthy meal plans, preparation and cooking of food and storage of food.
- Guidance and support to carry out household cleaning tasks and purchase appropriate cleaning materials.
- Support to maintain the property in good standard of cleanliness and tidiness.

### **Support young people to access education, work placements, employment and social activities**

- Support and signposting to enable access to social activities in the local area or beyond.
- Guidance and support to access education/college.
- Support to access work placements or employment.
- Support to attend appointments.
- Support to use public transport.
- Guidance and support with preparing a CV and searching for work.

- Support, encourage and guidance for training.

### **Support young people with budgeting and money management**

- Guidance and support to understand service utilities including their efficient and most economic use.
- Budgeting and money management, inc debt advice.
- Guidance and support to understand process for paying bills.
- Advise Young People of the consequences of not paying bills.

### **Support young people with Personal Health**

- Guidance and support to register with Doctor.
- Guidance and support to register with Dentist.
- Support to attend appointments with medical professionals, including hospital appointments.
- Support and guidance to access substance misuse services if required.
- Support and advice about personal health and living a healthy lifestyle.

### **Support young people with guidance in preparation for independent living**

- Support in exploring housing options for independent living.
- Support with appointments.
- Support to prepare for move on to independent housing.
- Guidance on small DIY tasks i.e. hanging curtains, blinds, changing light bulbs.
- Guidance on how to set up service utilities to a new home i.e. gas, electricity, water.
- Support and guidance on how to place name on electoral role.

### **Support with individual personal and emotional matters**

- Support to access legal advice.
- Support with appointments with UK Boarder Agency.
- Support for integration and community cohesion.
- Support for managing uncertain futures.

## **General Duties and Tasks**

To be implemented with support from the Housing & Support Officer who has overall responsibility for the direction of the project.

1. To provide comprehensive support to service users with complex needs, which may well include for example: Substance Misuse, Anger Management Issues, Mental Health, Learning Difficulties, Attachment Disorders, Inappropriate Behaviours, etc. on matters such as claiming benefits, budgeting, cooking, self care etc., including personal support, e.g. accessing counselling as needed, going to work, training or volunteering.
2. To engage with and develop understanding of service users' specific difficulties and approaches for encouraging their progression towards greater independence, lifeskills and the ability to live within a social framework as appropriate.
3. To assist in the development of Individual/person centred Support Plans and support people who use our services in achieving their goals. Where appropriate this must include volunteering opportunities, paid work, apprenticeships, education or training.
4. To provide support to service users including one to one individual support, accessing support groups and liaison with other agencies on behalf of people who use our services when/if required.
5. Enable individuals to self manage their own personal & domestic resources including setting up new home, living with others and supporting young people to develop general household skills.
6. To enable service users to access community services and facilities & encourage their integration within the community. This may involve some weekend and evening work; and outward bound activities.
7. To contribute to the protection of individuals from the risk of abuse and harm to self and others who use our services.
8. To encourage and work with individuals to access local community activities and opportunities, including volunteering.
9. To assess each service user for appropriate move-on accommodation, working with the most appropriate agencies to help the service users move on from the project.
10. To support new service users taking up their accommodation by enabling them to: prepare the accommodation, arrange for replacing/renewing defective items of furniture and equipment assisted by the Housing & Support Officer.
11. To enable service users to take responsibility for the maintenance and

security of their housing by being able to report all repairs and maintenance matters, and ensuring that all resulting works are carried out satisfactorily.

12. To enable and assist with any household task that the client may need support with, as identified in their support plan, (inclusive of support to clean and move house when necessary).
13. To participate in an effective and continuous development process, taking responsibility and ownership for your own supervision, appraisal and personal development.
14. To liaise and maintain good relations with colleagues and external stakeholders.
15. Essential to have own car with business use insurance.
16. To keep appropriate accurate records and to undertake other administrative duties as required including completion of all monitoring forms required by partner agencies, using electronic media as appropriate. To be responsible for ensuring that services continually improve in line with internal recommendations and plans as well as external requirements.
17. Be a good communicator (both verbally & in writing), and with ability to monitor and report to senior staff the effectiveness of support.
18. Work as a team member, sharing information and supporting colleagues across OPENhouse and to act in accordance with OPENhouse Health & Safety requirements by notify senior management promptly if there are any concerns.
19. To participate in regular supervision and appraisal and undertake any relevant training appropriate to the role.
20. To work in accordance with OPENhouse Policies and Procedures and those of external regulators as well as adhering to the Professional Code of Conduct for OPENhouse staff.
21. To identify own support needs, and guidance in preparation for independent living.
22. To participate in training and development opportunities identified to meet the post holders' individual training and professional development needs.
23. To be able to use basic computer packages including e-mail & internet.

### **Person Specification**

### **Essential Personal Attributes**

- Commitment to the support and development of vulnerable individuals with complex needs and behaviours.
- Acceptance of the values and ethos of OPENhouse.
- Ability to undertake lone working.
- Ability to work under pressure.
- Empathy with young and disadvantaged people.
- Willingness to work flexible (i.e. unsocial) hours on a regular basis,
- Physically fit due to physical nature of some aspects of the post.
- Willingness to work closely as a team member and with other professionals.
- Willingness to undertake training.
- Good communicator: Patient, caring, sensitive, diplomatic, efficient.
- Ability to recognise own support needs.
- An enthusiastic and practical outlook.
- Car driver with Business Insurance would be advantageous.

### **Qualifications Required**

- NVQ Level 2 in Health or Social Care would be desirable
- Good level of general education
- A wide variety of life experience
- Professional qualifications in youth work, social work, or counselling would be an advantage

### **Experience Necessary**

- Experience within the field of supported housing.
- Experience of working with young people aged 16 – 17 years old.
- Experience of working as part of a multi disciplinary team.

### **Skills Sought After**

- Ability to encourage and support young people.
- Readiness to problem solve innovatively.
- Perseverance and knowledge of working with young people experiencing difficult situations.
- Competence in communication, electronic, written and oral.
- Representation of work to outside agencies.
- Organisation and prioritisation of a demanding workload.
- Awareness of health and safety issues and ability to implement regulations.
- Ability to maintain clear professional boundaries.