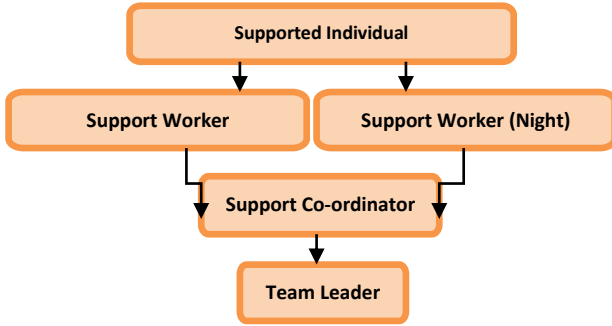


## Housing Support Services Job Description and Person Specification

|                                |  |
|--------------------------------|--|
| <b>Job Title</b>               | Support Worker – Housing Support Services  |
| <b>Core Purpose of Role</b>    | <p>To undertake a wide variety of tasks including delivering and arranging high quality support, care, daily living and personal development opportunities to people who require it whether in the community, their own home or in an accommodation based setting (in-reach and outreach support). To flexibly respond to individual needs and aspirations and assist individuals to have the maximum opportunities to direct the support or care provided in order to live as independent as possible.</p> <p>Providing structured support in response to identified needs as documented in each person’s developmental support plan and in a way that equips people with the confidence and skills to live independent and sustainable lives wherever they are residing.</p> |
| <b>Organisational Position</b> |  <pre> graph TD     SI[Supported Individual] --&gt; SW[Support Worker]     SI --&gt; SWN[Support Worker (Night)]     SW --&gt; SC[Support Co-ordinator]     SWN --&gt; SC     SC --&gt; TL[Team Leader]             </pre>   |
| <b>Key Outcomes</b>            |  |
| 1.                             | Involving the supported individual, devise, review and update developmental support plans, record events and observations and keep appropriate records as require in the service.  |
| 2.                             | Support and contribute to the resourcing of interventions for people who we support in crisis situations, and/or manage physical risk or behaviour likely to cause incidents, in accordance with the individuals personal developmental support plan, risk management plan or service protocol   |
| 3.                             | Provide support in a way which equips individuals and families with the confidence and skills to live more independent and sustainable lives, both in services and within the wider community.   |
| 4.                             | Follow, update and review Risk Enablement and Risk Management Plans.   |
| 5.                             | Empower individuals to live as independently as possible within their current living circumstances.  |
| 6.                             | As a Key Worker, attend and contribute to individual’s Support Reviews with partnership agencies.  |
| 7.                             | Access and contribute to local information systems as appropriate by using Better Futures Outcome Monitoring Framework.  |
| 8.                             | Organise in conjunction with your colleagues the day to day activities of the team and supported individuals including forward planning activities where appropriate   |
| 9.                             | Continually monitor and evaluate practices to ensure quality service provision and service improvement   |
| 10.                            | Develop and maintain professional working relationships and good communication links with supported individuals, families/carers, recovery communities, service partners, funders and other stakeholders   |
| 11.                            | Have an understanding of the causes and effects of social exclusion as is relevant to the service and area in which you work.  |
| 12.                            | Continuously contribute to service development and improvement.  |
| <b>Accountability</b>          |  |
| 1.                             | To work within and comply to Aspires Policies and Procedures and ensure adherence to relevant legislation, external policy and safe practices  |
| 2.                             | To participate in on-going training as directed for the maintenance and development of relevant skills for the proper delivery of the duties of an Aspire Worker including attendance at team meetings and respective supervision meetings   |
| 3.                             | To ensure all household records such as communication book; running notes, medications, financial transactions or accidents and incidents meet Aspires procedures and the requirement of SCSWIS and reporting of such are timeously complied with.   |
| 4.                             | Communicate with Line Management   |
| 5.                             | Maintain professional confidentiality and boundaries at all times  |
| 6.                             | Take responsibility for own personal development and learning  |
| 7.                             | Follow Health and Safety protocols to ensure the safety of yourself, colleagues and individuals with whom you work   |

|   |  |
|---|--|
| <b>Aspire Core Values</b>               |  |
| Demonstrate a commitment to Aspire Core | Each person has the right to receive respect for, and consideration of, their own individual qualities and diverse backgrounds – social, cultural, ethnic and religious. |
|   | Each individual shares the same universal needs for somewhere to live, to have meaningful relationships  |

|        |   |
|--------|---|
| Values | and purposeful activities.  |
|        | We are committed to working in partnership alongside individuals, assisting them to maintain any existing positive and supportive relationships with family and friends and increase opportunities for establishing new ones.   |
|        | Each individual has the right to lead a full, socially valued and inter-dependent life within his or her community. This includes the right to employment opportunities.  |
|        | We believe in encouraging individuals to gain confidence, self-respect and practical skills in maintaining a healthy and safe lifestyle to enable them to take as much control over their lives as possible, including real decision-making powers in shaping the services provided in respect of them. |
|        | We recognise the importance of providing flexible support services which evolve in accordance with the changing needs and aspirations of individuals.   |
|        | Each person has the right to receive respect for, and consideration of, their own individual qualities and diverse backgrounds – social, cultural, ethnic and religious.  |
|        | Each individual shares the same universal needs for somewhere to live, to have meaningful relationships and purposeful activities.  |

| Core Competencies of the Role   |  |
|---|--|
| <p><b>Outcome Focused</b></p> <p><i>Maximises personal contribution to the outcomes of the people we support</i></p>  | <p><b>Building Relationships</b></p> <p><i>Works and acts effectively to build great relationships for the services and individuals we support</i></p>                           |
| <p><b>Communication</b></p> <p><i>Maximises Opportunities for effective and accurate communication and is Demonstrates excellence in communication.</i></p> | <p><b>Personal Integrity</b></p> <p><i>Matches words with Actions to build trust and respect.</i></p>  |
| <p><b>Drive</b></p> <p><i>Strives to achieve results through determination, quality and commitment. Keeping things going when things are difficult.</i></p> | <p><b>Developing Self &amp; Others</b></p> <p><i>Contributes to an environment in which self and others are motivated and inspired to learn, develop and share knowledge</i></p> |

This job description is not exhaustive and I understand that from time to time I may be required to undertake additional duties as reasonably requested by my manager. I understand and agree to work to the terms as indicated on this job description

Name (Print)..... Signature..... Date.....

Please return a signed copy of this job description to the HR section for your personal file.

## Person Specification

| Qualities        |   |
|------------------|---|
| <b>Essential</b> | A sound value base in respect of the rights of vulnerable people to live ordinary lives   |
|                  | A commitment to individuals being at the centre of decision-making as far as possible.  |
|                  | Treat individuals with dignity and respect.   |
|                  | To be creative and positively focused on solutions rather than problems   |
|                  | To be highly flexible, providing the service that the individual wants and needs and provided at the times and places required. |
|                  | Commitment to working with individuals and as part of a team.   |
|                  | Recognition of what local communities have to offer.  |
|                  | Willingness to develop self and others.   |
|                  | A common sense, down to earth approach.   |
|                  | Ability to work flexible hours including evenings and weekends  |

| Education / Qualifications |  |
|----------------------------|--|
| <b>Essential</b>           | This post will be registered with the SSSC and the post holder should have an appropriate health and social care qualification at level 2 or equivalent professional qualification or willingness to work towards this is essential. |
|                            | Willingness to undergo training and skills development relevant to the post  |
| <b>Desirable</b>           | SVQ Level 3  |
|                            | Holds existing registration with My SSSC   |

| Experience / Skills / Knowledge |  |
|---------------------------------|--|
| <b>Essential</b>                | Excellent Communication Skills (Written and Oral)  |
|                                 | Active Listening Skills  |
|                                 | Excellent interpersonal skills and an ability to interact with a wide range of individuals and groups. |
|                                 | An ability to problem solve  |
|                                 | An approachable and friendly manner  |
|                                 | To be able to support people in leading ordinary lives   |
|                                 | Ability to follow agreed action plans.   |
|                                 | Ability to use your personal skills to help the individuals you support develop.                       |
|                                 | An understanding of the need to follow Health and Safety Guidelines.                                   |
|                                 | Experience of facilitating groups/training   |
|                                 | An understanding of the impact of alcohol or drug misuse on individuals, families and communities      |
|                                 | An understanding of the impact of homelessness on individuals  |
| <b>Desirable</b>                | Proficient computer skills   |
|                                 | Previous experience within a similar role is advantageous  |
|                                 | Experience or willing to carry out personal care   |