

JOB DESCRIPTION**JOB TITLE:** Support Worker (Hostels)**REPORTS TO:** SSW/Manager**DEPARTMENT:** Housing and Care Services**DATE:** May 2023**REVIEW DATE:** May 2024**ROLE PURPOSE:**

To work with other members of staff to meet the care needs of tenants with alcohol and drug misuse issues in a way that respects the dignity of the individual and promotes independence. To encourage tenants to make the scheme into a mutually supportive environment for themselves and their visitors

(House in the Wells (HITW) only) To work with a team and operate within a framework of "harm reduction" to maximize individual potential, improve the health and quality of life for adults with alcohol and drug misuse issues living within a wet hostel.

This environment is both challenging and complex, where the post-holder will work, not only with individuals who have addiction issues, but acute needs in respect of mental and physical health.

Key Area	Key Activities
<p><u>Service Provision</u></p>	<ul style="list-style-type: none"> • Dispense alcohol to support managed drinking plans (House In The Wells only) • Assist in the development, implementation and regular review of support plans taking account of the views of tenants their families and significant others. • Assist tenants participate in agreed programmes of support (domestic skills, personal hygiene skills, work skills, social and recreational skills and self-help skills). • Provide support 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 and group needs. • Plan and implement regular key-work, annual reviews and resulting action plans with tenants. • Arrange and actively participate in tenant's activities including holidays, day trips, seasonal events and fundraising for the scheme. • Work as an effective member of the team to meet the needs of tenants and ensure continuity of support via support plans. • Communicate effectively with public bodies to support tenant's development. • Ensure all services are delivered in accordance with recognised standards including 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. • Follow the Associations complaints policy on receipt of any complaint made by a tenant or on behalf of a tenant

	<ul style="list-style-type: none"> • 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). • Assist in the update of contingency plans as required. • Deliver all tasks on time and to agreed quality standards. • As per rota carry out kitchen duties at breakfast and tea-time.
<u>Catering Service</u>	<ul style="list-style-type: none"> • Where appropriate in the absence of the Cook, prepare and serve meals meeting the dietary requirements of tenants. • Help to ensure that the scheme complies with Environmental Health legislation and internal controls.
<u>Record Keeping</u>	<ul style="list-style-type: none"> • Maintain accurate and up to date records in respect of: support plans, prescribed medication, the receipt, storage and dispensing of alcohol (HITW only), scheme diary, communication book, cleaning sheets, fridge/freezer/temperature records.
<u>Drug Administration (only applicable as per scheme requirements)</u>	<ul style="list-style-type: none"> • Administer a range of medications within protocol and within current Apex policy, and document this accurately. • Order, store and record 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>Dispensing and Storage of Alcohol (House in the Wells only)</u>	<ul style="list-style-type: none"> • Dispense alcohol within protocol and within Apex policy, and document this accurately. • Store alcohol and maintain accurate records of items stored. • Where appropriate, complete alcohol audits as per Apex Policy.
<u>Financial Administration</u>	<ul style="list-style-type: none"> • Where appropriate, manage tenant's monies 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. • Where appropriate, manage petty cash in line with Apex policies and procedures.
<u>Confidentiality / Respect / Professionalism</u>	<ul style="list-style-type: none"> • Maintain NISCC registration in line with Apex Policy and NISCC requirements (annual fee and three yearly renewals). • Maintain high standards of personal accountability and abide by the Association's and NISCC Code of Conduct. • Ensure confidentiality at all times in relation to tenants, relatives and staff. • Adhere to Apex Policy and NISCC Standards of Conduct in relation to the use of social media and social networking sites.
<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). • 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 and fulfil active scheme roles e.g. Activities Officer, Health and Safety Officer. • Attend and participate in all mandatory training including: <ul style="list-style-type: none"> - Scheme Induction - Roles and Responsibilities - Adult Protection - Personal Safety - Infection Control - Manual Handling - Basic First Aid - Fire and Evacuation - COSHH - Health and Safety - Food Safety

	<ul style="list-style-type: none"> - Child Protection - Safe Administration of Medicines (only applicable as per scheme requirements) • Complete refresher training on the above subjects via e-learning. • Participate in other training and development opportunities as agreed with the Manager.
<u>Health and Safety and Risk Management</u>	<ul style="list-style-type: none"> • Conduct risk assessments prior to moving and handling of tenants either within the scheme or outside the scheme • Implement the outcomes of risk assessments on daily duties performed. • Take personal responsibility for own safety e.g. reporting concerns. • Report/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.
<u>Housekeeping</u>	<ul style="list-style-type: none"> • Ensure that the scheme is clean and tidy at all times in accordance with the standards of the Association, including external areas within the scheme perimeter. • Assist and guide tenants in maintaining acceptable living standards.
	<ul style="list-style-type: none"> • Employees are expected to 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. • A commitment to the statutory duties under Section 75 of the N.Ireland Act 1998. • These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing and the Manager the duties may change from time to time to enhance the service.