



Support Worker X 2 (part-time)

Shore House

Job Description

Ref: 820

Job Summary

The Support Worker will provide consistent and empowering support which enables clients to manage and improve their mental and physical health and gain the skills and confidence to live more independently within an 18 month timeframe.

They will use psychologically informed ways of working to gain a greater understanding of the values and aspirations of each client, and will provide support which is empathic, responsive, and flexible to a diverse range of people.

They will work collaboratively with the rest of the Shore House team and external agencies to meet the needs of clients which may include: problematic substance use, severe and enduring mental and/or physical health, self-neglect, low motivation, and literacy/numeracy issues.

Responsible To / For

- Operational Manager and through line management to the Board of Management.

Significant Working Relationships:

- a) Brighton Housing Trust staff
- b) Sussex Partnership Foundation Trust
- c) Brighton and Hove City Council
- d) Jobcentre Plus/Department of Work and Pensions
- e) Relevant statutory and voluntary agencies

Duties / Responsibilities

Client Support

1. Provide reliable and consistent support to improve clients' independent living skills and prepare them to move on within an 18-month timeframe, for example: physical health, money management, self-medication, self-care, cooking, computer literacy, work and learning, confidence building, managing anger, improving social confidence.

2. Deliver an excellent standard of emotional, practical and housing-related support to residents using a positive, empowering, recovery-focused approach.
3. Provide intensive support in times of enhanced need to prevent self-neglect, anti-social behaviour, rent arrears and breakdown of tenancy.
4. Be a named worker for an identified caseload of residents, and take responsibility for liaising closely with relevant care teams and/or agencies, including Lead Practitioners and GP's
5. Work proactively with clients to source and attend services/activities in the community which will enhance their wellbeing.
6. Use the Outcomes Star and risk assessments to assess support needs, goals, and develop safety/risk and support plans.
7. Undertake specific and targeted work with clients.
8. Support clients with all aspects of behaviour change, and provide support which is empowering, motivating, realistic and personalised.
9. Ensure that clients pay their service charge and provide assistance with budgeting, benefits, and income maximisation
10. Work with a diverse range of clients with differing levels of motivation, and use effective, innovative creative methods to inspire and empower them
11. Actively promote opportunities for clients to get involved in the service to influence the support they receive.
12. Support residents to access the wider community, and attend events/appointments where possible
13. Work alongside Sussex Partnership Foundation Trust and the substance misuse service in the provision of recovery-focused structured support.
14. Safely administer prescribed medication to clients (following training), and liaise with GP's, psychiatrists and pharmacies as appropriate.

General

15. Use BHT's client database to maintain professional daily notes and fully participate in handovers.
16. Use Microsoft Office programs including Word, Outlook and Excel.
17. Work within BHT's Policy and Procedures.
18. Monitor maintenance and repair issues and liaise with the BHT Repairs
19. Work flexibly within a rota, including evenings and weekend working

- 20. Attend and participate in clinical supervision sessions, team meetings and other internal/external meetings as required
- 21. Assist with the support of students, volunteers and interns

It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.