

Job Summary

A Bank Cover Worker at Shore House will provide support and practical assistance using the recovery model.

The role will involve supporting residents in a variety of areas, including managing their mental health, maintaining their living spaces, attending appointments, and providing emotional support and meaningful positive contact time.

Responsible To

- 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) Relevant statutory and voluntary agencies

Duties / Responsibilities

Resident Support

1. To provide emotional and practical support to clients
2. To develop good working relationships with individual clients
3. To support clients in developing life skills, including self-care, cooking, shopping, cleaning
4. To organise and facilitate social activities for and with clients
5. To work in collaboration with an individual's keyworker to provide tailored support based on identified needs
6. To provide responsive support to clients at times of crisis
7. To foster a respectful and considerate atmosphere, including challenging antisocial behaviour
8. To administer medication to clients, having received in-house training

Household

9. To use BHT's client database to accurately record client-related contact and information
10. To use Microsoft Office programs including Word and Outlook
11. To liaise with benefits agencies, housing services and any other relevant statutory and voluntary agencies in providing support to residents
12. To assist with the domestic running of the accommodation, including assisting with shopping, participating in cleaning or supporting residents to maintain health and safety/hygiene standards, and supporting clients to prepare meals
13. To ensure any maintenance and repair issues are reported to the appropriate person
14. To adhere to BHT Health and Safety Policies

General

15. To assist with the collection of weekly charges or setting up of standing orders
16. To attend and participate in line management supervision as required by the Manager
17. To adhere to all BHT Policy and Project procedures.

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.