

## Job Summary

Bank Cover Workers provide invaluable, relief cover when permanent members of the team are absent. Bank Cover Workers will develop professional relationships with clients based on trust, which will enable effective and empathic emotional support. Bank Cover Workers will provide practical support in a range of areas with an emphasis on clients developing life skills and confidence to live independently.

Archway is comprised of two services, Stepdown at Sackville Gardens and Portland Road. Bank Cover Workers will work shifts at both services.

## Responsible To:

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

## Significant Working Relationships:

- a) BHT Sussex staff
- b) Sussex Partnership Foundation NHS Trust
- c) Local Authority
- d) Department of Work and Pensions (DWP)
- e) Relevant Statutory and Voluntary agencies

## Duties / Responsibilities

### Client Support

1. To provide emotional and practical support to clients in line with the function and procedures of the service.
2. Working with clients in any of the houses in the project, sometime independently of immediate management support.
3. To develop good working relationships with individual clients.

- 
4. To assess the needs and risks for each client and work within an individual person-centred plan that identifies strengths and resources in order for clients to make choices and gain control of their lives.
  5. Supporting clients in developing life skills including self-care, shopping and cooking.
  6. Organising and participating in social activities and supporting clients in accessing services in the local community.
  7. Supporting clients to consider their options and make decisions about issues affecting their lives, including sign-posting to external services.
  8. Ensuring that house-rules and BHT policies and procedures are followed.
  9. Gathering, safely recording and utilising information using appropriate information technology.

### **Household**

To assist in the efficient domestic running of the house. This includes:-

10. Participating in shopping or arranging for food and supplies to be bought.
11. Participating in cleaning or ensuring that cleaning is carried out.
12. Participating in cooking or ensuring that meals are cooked.
13. Monitor maintenance and repair issues and ensure these are reported using the established reporting procedures
14. Report health and safety issues

### **Administration**

To carry out the necessary administration. This includes:-

15. Ensuring that records are kept up-to-date and accurate and an efficient filing system is maintained including the use of appropriate information technology.
16. Inputting daily records for clients as required.
17. Administering and recording medication.

### **General Tasks**

18. To work within a rota which will include late shifts; sleep-in duties; weekend work.
19. To visit clients and prospective clients in hospital, and to linkwork where appropriate with prospective clients.
20. To attend and participate in staff meetings, and other meetings as appropriate.
21. To remain aware of current issues in mental health and social care sector.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex'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 Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex 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 Sussex'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.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

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.