

**Job Title:** Support Worker

**Accountable to:** Hostel Manager

**Salary**: £19,554.47 p.a.

**On**-**Call Allowance** An on-call allowance of £26.48 per day is also payable when rostered on-call

**Location:** Hosford, Skainos Square, 239 Newtownards Road, Belfast

**Hours of work:** 37.5 hours per week (average based on a rotational shift pattern). Reasonable hours outside of this may be required to fulfil the duties of this position

**Leave:** 23 days plus 12 statutory days

**Probation:** Six-month probationary period

**Pension:** National Employment Savings Trust (NEST) Pension Scheme

**Health Care:** An employee health care plan is available after successful probation

**Applying:** Please forward an up-to-date CV to [hr@ebm.org.uk](mailto:hr@ebm.org.uk) by noon on Friday 3 June detailing how you meet the criteria of the person specification along with a completed monitoring form.

**Job purpose**

The Support Worker will work as part of the team to provide an effective 24-hour case management support service (accommodation, transition into the community and within the community) as required.

**Main Responsibilities and Accountabilities**

* Ensure the needs of Service Users, within the hostel and community are effectively met. Promoting independence through support, development and progression.
* To meet key performance indicators to support the achievement of the departmental plan as required by Supporting People.
* To provide support and advice to service users.
* To undertake client assessments to determine level of support required.
* To develop focused outcome-based Support Plans, monitor delivery and record details.
* To ensure that the referral, acceptance and induction process for residents is undertaken in accordance with EBM Procedures.
* To liaise with external agencies where appropriate, to ensure the co-ordination and integration of services, and maximise opportunities.
* To deliver a client-centred outcome-focused case management approach to empower all Service Users with the opportunity for self-determination and choice enabling them to:
* Manage their domestic, personal and financial resources and develop independent living skills
* Make full use of available services and information and receive the maximum appropriate benefits through liaison with the Social Security Agency, Housing Benefit Branch, NIHE
* Maintain or return to independent living
* To act as an advocate providing support to and on behalf of Service Users; attend Appeals or Tribunals; liaise with GPs, other healthcare professionals, statutory and voluntary agencies.
* To contribute to the harmonious inter-action with and between Service Users, dealing appropriately with disruptive and/or abusive behaviour, concerns they raise, complaints and grievances, notifying the Hostel Manager of any actions or issues.
* To record and maintain accurate written records and ensure all databases are kept up to date with accurate and reliable data in line with legal obligations
* To maintain the confidentiality of information in line with organisational and legislative requirements
* To advise the Hostel Manager of issues or concerns which may impinge on the smooth running of the service
* To be open to running additional non-SP funded projects

**Performance management**

* To participate in regular supervision to receive support, increase knowledge, identify training needs, evaluate work performance, aid and assess professional development
* To attend staff development programmes, training courses, seminars and workshops as required

**Effective monitoring and management of organisational resources**

* To ensure the effective and efficient use of organisational resources at all time
* To monitor and advise on levels of stocks
* To effectively maintain all recording systems employed by the service, including financial transactions and petty cash
* To support fundraising activities as required

**Ensure all Health and Safety and the Promotion of Good Housekeeping Practices**

* To contribute at all times to the physical cleanliness and general condition of the hostel
* To adhere to the EBM Health and Safety Policy at all times
* To record and report any defects and or accidents in the hostel
* To act as Fire Warden and/or First Aid Person if designated
* To support the undertaking of Health and Safety risk assessments, as appropriate and the implementation of any agreed actions.
* To ensure awareness and adherence to the Lone Working Policy

**Participate in the shift system and the On Call Rota**

* To participate in the shift rota, to ensure adequate staffing levels
* To participate in and deputise for others to ensure the provision of On-Call to support lone workers, provide additional staff cover and respond to incidents.

**Other Responsibilities**

* To be responsible for the hostel in the absence of the Hostel Manager in accordance with agreed parameters.
* To prepare and submit reports as requested to Hostel Manager and Homeless Manager
* To attend and contribute to regular staff meetings
* To contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with EBM principles, policies and procedures
* Any other duties conducive to the effective operation of the post and deemed to be within the post holder’s competencies

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**PERSONNEL SPECIFICATION**

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| **Criteria** |  | **Essential/**  **Desirable** |
| **Qualifications** | NVQ Level 3 in a relevant vocational area e.g. care, housing, or equivalent  An understanding of the Quality Assessment Framework of Supporting People | D  E |
|  |  |
| **Experience** | One year’s relevant experience in working with people in specialist housing, residential work, floating support or another supportive environment  Understanding of the Social Security Benefits Systems  Understanding of the Voluntary Sector | E  D  D |
| **Knowledge &**  **Skills** | A clear understanding of the role of a Support Worker  A clear understanding of the needs of the Service User Group  Ability to promote independent living skills and independence for service users to be self-managing  Have excellent interpersonal and communication skills and the ability to work in a changing environment where sound judgement is required  Demonstrated ability to work as part of a team  Good computer skills – ability to use Microsoft suite of packages | E  E  E  E  E  E |
| **Other** | A clear understanding of the ethos of the East Belfast Mission  Clean driving licence and use of a car for work and ability to travel frequently and regularly to off-site meetings. The criteria will be waived if a disability prohibits and the job holder can demonstrate the effectiveness of alternative transport arrangements | E  D |

**Additional Notes**

An AccessNI check will be carried out if successful in obtaining the role.

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