

**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 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 equivalentAn understanding of the Quality Assessment Framework of Supporting People | DE |
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| **Experience** | One year’s relevant experience in working with people in specialist housing, residential work, floating support or another supportive environmentUnderstanding of the Social Security Benefits SystemsUnderstanding of the Voluntary Sector | EDD |
| **Knowledge &****Skills** | A clear understanding of the role of a Support WorkerA clear understanding of the needs of the Service User GroupAbility to promote independent living skills and independence for service users to be self-managingHave excellent interpersonal and communication skills and the ability to work in a changing environment where sound judgement is requiredDemonstrated ability to work as part of a teamGood computer skills – ability to use Microsoft suite of packages | EEEEEE |
| **Other** | A clear understanding of the ethos of the East Belfast MissionClean 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 | ED |

**Additional Notes**

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

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