Job Title: Support Worker

Responsible To: Morning Star House (MSH) Management

Reports To: Senior Support Worker

Salary: £17,727 - £19,146 per annum support worker

£9.50 per hour locum

Summary of the Post

* To assist in the provision of temporary accommodation and support services for men who are homeless, ensuring that MSH provides a safe and caring environment.

1.0 KEY TASKS

* 1. General tasks
* To positively encourage, support and implement the ethos and traditions of MSH.
* To take part in a rota system of work, including evenings and weekends; flexibility is required to maintain sufficient staff numbers especially at holiday periods.
* To plan & manage the work load effectively.
* To carry out all duties to the best of one’s ability
* To complete any reasonable duties as requested by the MSH management.
* To communicate effectively with staff, volunteers, and residents to ensure a comprehensive service is provided.
  1. Referrals
* To interview and assess applicants for accommodation with regard to their support needs and risks associated with any challenging behaviour.
* To apply the admission policies and criteria for applicants by completing background checks, assessing risks and support needs and to liaise with line management in reaching a decision on admittance.
* To book residents into their accommodation and to inform them of the essential requirements of their residency.
  1. Key working
* To positively carry out initial and ongoing assessments regularly, negotiating and implementing support programmes based on individual residents needs, aimed at promoting personal development and welfare.
* To review and evaluate aims and objectives of support plans on a monthly basis in conjunction with the service user.
* To liaise with referral agencies as and when required regarding support needs of individuals.
* To assist with the delivery of appropriate information on housing management services, including advice and practical help with benefits; budgeting; debt management; primary health care; personal hygiene; harm reduction in relation to substance misuse; life skills; personal development; individual spiritual well-being; community based services, home safety and independent living skills.
* To keep detailed case records on each individual key resident and report monthly to line manager.
* To monitor rent and service charge payments, and be responsible for arrears management and report monthly to line manager.
* To assist residents with individually tailored resettlement plans, in conjunction with the Resettlement Worker, where appropriate.
  1. Meeting Residents Needs
* To assist new residents to become familiar with MSH policies and procedures especially health and safety procedures, security arrangements and MSH ethos and traditions.
* To support residents in gaining access to emergency services where required.
* To deal with residents complaints and any other external complaints, such as from neighbours.
* To record appropriately all contact between residents and others.
* To liaise with other staff on licence management and support needs of individuals.
* To ensure that residents are able to participate in all areas of service delivery and that all services are accessible and relevant to their needs.
* To promote resident participation and principles of customer care, by providing information, advice and choices to enable residents to participate more fully in daily decisions relating to them.
* To deal with breaches of the licence agreement, sensitively and efficiently and in accordance with MSH policies and procedures. To record all such breaches and seek advice where necessary.
* To ensure residents mail is distributed daily
* To accompany guests to appointments as and when required at the request of the management.
* To encourage residents to avail of the spiritual help and services available both within and without MSH.

5. Health & Safety

* To be familiar with MSH Health and Safety Policy & Procedures and report any concerns.
* To monitor, test and report on fire safety equipment (extinguishers, alarms, etc.) regularly and to supervise evacuation procedures and contact the fire brigade etc. in the event of a fire or any equivalent incident.
* To maintain a first aid kit, administer basic first aid if necessary and contact emergency services where appropriate.
* To carry out the supervision of all areas of the MSH accommodation including the sleeping areas, kitchens and other internal and external public areas to ensure the health and safety of all residents and visitors to MSH.
* To ensure that a high standard of hygiene is maintained both inside and outside MSH.
* To ensure that residents maintain an acceptable level of hygiene in their rooms and personally.
* To monitor access and maintain security of all stores, buildings etc., within the grounds of the accommodation, advise on and carry out action necessary to protect the accommodation, its occupants and facilities.
* To ensure that no banned; illegal; prohibited; or stolen goods and materials are brought on to or remain on the premises.
* To implement the search policy as required or directed.

1. Report Writing

* To provide written reports and information as requested.
* To provide statistical information on referrals, clients assessments, arrears, incidents, complaints, performance indicators and other relevant management information, as directed by the line manager/management.

1. Policy & Procedures

* To work within and promote all of MSH policies and procedures.
* To ensure that the Equality and Diversity Policy and Procedures are actively promoted in all areas of work and those services are relevant and accessible to all individuals.
* To be aware of and adhere to all relevant financial procedures and regulations and to report any discrepancies either on the part of the post-holder or others to the line manager / management immediately.
* To be aware of and promote MSH’s commitment to residents and user involvement, and to facilitate this in all areas of responsibility.
* To promote and implement the Customer Care Policy.
  1. Promotion Of Organisation
* To positively promote the work of MSH to other organisations and not to do or say anything that could undermine the reputation of staff, volunteers of MSH its ethos and traditions.
* To assist MSH to achieve its aims and objectives
  1. Training and Career Development
* To attend supervision, training and meetings as and when required. [There may be a necessity for this to be outside normal working hours but notice will be given on such occasions.]
* To take part in the setting and achieving of individual and scheme goals using a performance review procedure.
  1. General Duties
* To maintain confidentiality in relation to any matter learned in connection with the work, including matters relating to other members of staff, volunteers, visitors, residents or organisational matters..
* To treat other staff members, volunteers and residents with due respect and regard to their beliefs, race, gender and sexuality and to promote, encourage and put into practice respect and understanding.
* You will be required to augment and assist in the cleaning of MSH and its precinct. To supplement the cleaning team within MSH to maintain the required standards of health and hygiene of MSH’s environment.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not exhaustive and duties may be varied from time to time by the line manager. This job description is subject to regular review.