



JOB DESCRIPTION

Job Title: Support Worker

Job Summary: To provide one to one support to Service Users with ongoing mental health needs, in line with individual support plans.

To provide cover for other supported housing schemes within Leicester.

Hours of Work: 1 x 30 hours per week (Tuesday – Friday)
1 x 16 hours per week.

Leave: 6.6 weeks per year inclusive of bank holidays.

2 days additional leave (pro rata) is awarded following 5 and 10 years' service.

Responsible to: Support Manager

Responsible for: Not applicable.

Main Duties:

- Providing one-on-one support to individuals with a range of mental health conditions, including Schizophrenia, Personality Disorders, and other significant Mental Illnesses living within our supported housing schemes.
- To work towards individual support plans based on assessed needs, working closely with staff from other agencies where relevant, and seeking advice from the Line Manager as necessary taking a positive, proactive, and asset-based approach to support.

- To provide support to Service Users and promote the development of life skills by:
 - Actively listening to service users, offering emotional support, and fostering a safe and non-judgmental environment.
 - Assisting Service Users in the planning and preparation of meals / shopping.
 - Assisting Service Users to participate in cleaning, cooking and laundry.
 - Addressing social exclusion and the development of social skills by encouraging Service Users to develop social links outside their home, and signposting and helping them to engage in relevant community-based services and activities.
 - Playing an active role in the development and implementation of activities and opportunities that add value to the lives of NH&S residents.
 - Providing emotional support to build confidence and self-esteem.
 - Supporting Service Users to develop financial management skills.
 - Supporting Service Users to maintain / improve their physical health.
- Monitoring and evaluating the progress of individuals (using NH&S Personal Journey Star), identifying any emerging needs or risks and/or safeguarding concerns and reporting promptly to the Line Manager and/or the organisations Safeguarding Lead as appropriate.
- In consultation with the Line Manager, to draw up Support Worker reports and participate in Service Users' reviews.
- To ensure Service Users' files are accurate, up to date and kept in a secure manner.
- To assist Service Users in obtaining grants / benefits to which they are entitled, liaising with appropriate departments as necessary.
- To keep timely, accurate and relevant records as required by Operational Management Team – including records of expenditure and timesheets.
- To report promptly any repairs or maintenance which may be required to the NH&S office, liaising with the Admin Team/Housing Team as appropriate.
- To report to the Line Manager any Service Users who are not keeping to the terms of their Licence / Tenancy Agreement.
- To work with the Line Manager and other relevant team members to address arrears, taking remedial action to avoid the buildup of debt.

- To work as part of a team, providing cover for other supported housing schemes as required.
- To attend supervision sessions, Team Meetings and other meetings as required.
- To work within the policies and procedures of Norton Housing and Support Ltd.
- To carry out any other reasonable duties, as required by the Operational Management Team or Management Committee.

Data Protection and Confidentiality:

To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by;

- Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.
- Protecting computer systems from unauthorised access – e.g. maintaining the security of your password, not bypassing security software.
- Promptly reporting to your Line Manager any data breaches that you become aware of.