

# WAS JOB DESCRIPTION



**New Hope Rehabilitation**

<b>Job Title:</b>	<b>Support Worker</b>
<b>Hours:</b>	<b>24hrs per week (3 days) – with possible on call</b>
<b>Location:</b>	<b>Various sites</b>
<b>Responsible to:</b>	<b>Line Manager/SMT</b>

## Main Areas of responsibility:

To support service users placed within New Hope Womens Accommodation Services to engage with activities and support that will lead to independent living through engagement with the Support Plan objectives.

- To act as a key contact for residents family, friends and partner organisations
- Assess and monitor the needs of the resident through support plans (reviewed every month)
- Develop Support Plans with residents using the Wellbeing Star as the basis of progression towards independent living
- Key work sessions to be undertaken with resident to assure progress is monitored and documented appropriately through relevant documentation
- To ensure residents engage with keeping the property to a high standard engaging in activities that support independent living e.g. cooking, cleaning, budgeting, managing finances
- To attend all training relevant to the role in accordance with organisational policies and procedures
- To adhere to all NHR Policies and Procedures
- To adhere to all Confidentiality/GDPR regulations

## Specific Duties and Responsibilities:

- Support Workers to create progression reports and monitor progress through completion of the wellbeing star
- All NHR paperwork is to be completed to a high standard
- All documentation including emails, letters and reports to be completed to a high standard
- Support workers to work closely with partner organisations
- Support Workers are to adhere to all NHR and Government Legislation
- Support Workers to ensure that all service user documentation is set up for each client
- Support Workers to ensure excellent communication skills are maintained with residents, family, friends and partner organisations
- Support Workers to ensure professional boundaries are kept at all times

## Property Responsibilities:

- Ensure high standards are kept within the property
- Support Workers to document and report all repairs to the maintenance team
- Where properties have meters Support Workers to ensure relevant cards for Gas/Electric have sufficient credit
- Support Workers ensure regular site checks (internal and external) are undertaken to include smoke alarm and carbon-monoxide check and Ensure all relevant documents are completed to a high standard
- Support Workers ensure that all Health & Safety Policies and Procedures are adhered to

## Health & Safety:

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- Support Workers to assure they are aware of all service users risks and compile a Risk Assessment based on all relevant information
  - Support Workers to assure all relevant documentation is signed off by their Line Manager
  - Support Workers to attend any training in relation to Health and Safety including Risk Assessment Training and Fire Safety Training
  - Support Workers to report any significant incidents, disclosures and accidents assuring relevant paperwork has been completed
  - All Safeguarding issues to be reported to the Line Manager/SMT - all safeguarding related documentation to be completed

#### **Other:**

- This role may require out of hours working and/or weekend work
- On occasions you may be required to change your rota to ensure service commitments are being met
- The post holder will be required to complete a full DBS

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NOTE: Duties and responsibilities may change dependant on the needs of NHR, change to Government Legislation and/or residents requirements. The responsibility level will not exceed those stated above.

#### **Safer Recruitment Policy Statement:**

New Hope Rehabilitation is committed to promoting the welfare of vulnerable clients and keeping them safe. To enable us to safeguard our clients, our vetting process requires all applicants who are successful at interview to undergo a Disclosure Barring Services check prior to any offer of employment being made. For applicants who may have lived outside of the UK for 6 months or more, the candidate will be asked to complete the relevant checks equivalent to those carried out by the DBS.

We are also committed to equality, valuing diversity and working inclusively across all of our activities. We aim to have a workforce that represents a variety of backgrounds and cultures and can provide the relevant knowledge, abilities and skills for our organisation. In line with The Asylum and Immigration Act 2006, we will only accept applications from candidates who have the legal right to work in the UK.”