
JOB DESCRIPTION FOR THE POST OF HOUSING SUPPORT WORKER

1 Background

- 1.1 SignHealth provides services to Deaf people experiencing mental health problems and/or complex needs. At present the organisation is working in the fields of residential/supported living services, day services, advocacy, outreach, counselling and health promotion.

SignHealth's Head Office is located in Beaconsfield, Buckinghamshire and provides management and support services for all of the services and initiates new developments and partnerships.

- 1.2 As a Support Worker you will be responsible, with the Project Manager and the other staff members, for the successful running of a supported housing scheme for Deaf people with additional needs of a behavioural, emotional and social nature. The objective is to enable the tenants to become as independent as possible.

2 Accountability

- 2.1 You will be responsible on a day to day basis to the Project Manager.

3 Responsibilities

Key tasks:

- 3.1 **To make sure each person is treated as an equal**
- a. By making sure what you do in your work or outside does not discriminate against people.
 - b. By making sure all information about your work and the tenants is kept confidential.
 - c. By encouraging and supporting other people in making their own choices.
 - d. By making sure that each person is given and fully understands their rights.
 - e. By accepting and respecting each person as an individual with their own personal beliefs, ethnic background, language, identity and culture.
 - f. By using communication that each person is able to understand and feels comfortable with.

3.2 To encourage and support people to be independent and not dependent on others

- a. By supporting tenants in taking care of their personal hygiene, cleanliness and appearance.
- b. By supporting tenants in their leisure time, interests, employment and education.
- c. By helping and supporting tenants when they tell us or other people about abuse or other worries.
- d. By helping tenants who have communication difficulties.
- e. By involvement in managing aggressive abusive behaviour.

3.3 To support tenants in developing the skills they need to be independent

- a. By enabling tenants to use information and services in the community.
- b. By supporting tenants to manage their homes and themselves.
- c. By encouraging tenants to look after themselves when they can.

3.4 To help tenants carry out their individual Support Programmes

- a. By encouraging and following Support Programmes that have been agreed with tenants – person centred planning.
- b. By assisting tenants to start up activities and Programmes.
- c. By helping tenants to improve the skills they have, rediscover lost skills and to develop new ones.

3.5 To give support that maintains and develops the tenants' identity and their relationships

- a. By supporting tenants to develop themselves and their relationships.
- b. By providing on-going support to tenants.
- c. By supporting tenants in relationships which are or could be difficult.
- d. By assisting tenants to keep in contact with other people so that they do not become isolated or alone.
- e. By assisting tenants to develop community based networks.

3.6 To help make sure the work place is right for effective high quality support to be given

- a. By getting, keeping and passing on records or other information about the support given to tenants.
- b. By making sure SignHealth rules and guidelines, policies and procedures are followed.
- c. By following the Health and Safety at Work policy.
- d. By making sure that property belonging to SignHealth and tenants is kept safe.

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- e. By agreeing policies about the running of the house with tenants and the Support Team and following these.
 - f. By taking part in all training that is organised by the Manager or organisation.
 - g. By completing successfully the Staff development programme and meeting with your supervisor every month.

Other tasks

- 3.7** Assisting in the development of the housing project and other SignHealth projects.
- 3.8** Completion and monitoring of Care plans
- 3.9** Being the key-worker for residents, undertaking assessments, taking part in service reviews etc
- 3.10** Ensuring that all communication is clear at all levels (staff, residents, social workers, head office, statutory bodies, police, fire services etc).
- 3.11** To be responsible for the safe running of the project when alone (for example at night).