

## Job Summary

The Support Worker will provide consistent and empowering support in a Social Care setting which enables clients to manage and improve their mental and physical health and gain the skills and confidence to live more independently within an 18-month timeframe.

They will use psychologically-informed ways of working to gain a greater understanding of the values and aspirations of each client, and will provide support which is empathic, responsive, and flexible to a diverse range of motivation levels and aims.

They will work collaboratively with the rest of the Shore House team and external agencies to meet the needs of clients which may include: problematic substance use, severe and enduring mental and/or physical health, self-neglect, low motivation, and literacy/numeracy.

## Responsible To / For

- Operational Manager and through line management to the Board of Management.

## Significant Working Relationships:

- a) BHT Sussex staff
- b) Sussex Partnership Foundation Trust
- c) Brighton and Hove City Council
- d) Jobcentre Plus/Department of Work and Pensions
- e) Relevant statutory and voluntary agencies

## Duties / Responsibilities

### Client Support

1. Provide reliable and consistent support to improve clients' independent living skills and prepare them to move on within an 18-month timeframe, for example: physical health, money management, self-medication, self-care, cooking, computer literacy, work and learning, confidence building, managing anger, improving social confidence.
2. Deliver an excellent standard of emotional, practical and housing-related support to residents using a positive, empowering, recovery-focused approach.

3. Provide intensive support times in times of enhanced need to prevent rent arrears, self-neglect, anti-social behaviour, and breakdown of tenancy.
4. Be a named worker for an identified caseload of residents and take responsibility for liaising closely with relevant care teams and/or agencies, including Lead Practitioners and GPs.
5. Work proactively with clients to source and attend services/activities in the community which will enhance their wellbeing.
6. Use the Outcomes Star and risk assessments to assess needs, goals, and develop safety/risk and support plans.
7. Undertake specific and targeted work with clients, including environmental and personal hygiene, and directly assist with self-care, cooking and cleaning.
8. Support clients with all aspects of behaviour change, and provide support which is empowering, motivating, realistic and personalised.
9. Ensure that clients pay their service charge and provide assistance with budgeting, benefits, and income maximisation.
10. Work with a diverse range of clients with differing levels of motivation, and use effective, innovative creative methods to inspire and empower them.
11. Actively promote opportunities for clients to get involved in the service and influence the support they receive.
12. Support residents to access the wider community and attend events/appointments where possible.
13. Work alongside Sussex Partnership Foundation Trust and the substance misuse service in the provision of recovery-focused structured support.
14. Safely administer prescribed medication to clients, and liaise with GPs, psychiatrists and pharmacies as appropriate.

### **General**

15. Use BHT Sussex's client database to maintain professional casework files and fulfil all monitoring requirements.
16. Use Microsoft Office programs including Word, Outlook and Excel.
17. Work within BHT Sussex's Rent Arrears Policy and Procedure.
18. Monitor maintenance and repair issues and liaise with the BHT Sussex Repairs team.
19. Work flexibly within a rota, including evening and weekend working.
20. Write accurate daily client notes and fully participate in handovers.
21. Attend and participate in reflective practice sessions, team meetings and other internal/external meetings as required.
22. Assist with the support of students, volunteers and interns.
23. Work within all BHT Sussex policies and procedures, including Safeguarding and Health and Safety.

**It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.**

**For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT Sussex policies and procedures, including the IT Security Policy and Computer Use Policy.**

**Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.**

**No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.**