

EAST BORO HOUSING TRUST

JOB DESCRIPTION

Post

Visiting Support Worker

Responsible To

Housing Support Manager

Purpose

- 1) To provide an efficient personalised support service to individuals as directed by Line Manager and in agreement with individual's Support Plan.

Support Duties

- 1) To ensure all Individuals who are supported by East Boro Housing Trust are provided with an efficient support service.
- 2) To ensure all individuals receive support to complete and implement their individual support plans. To supervise and assist with the delivery of the support plan and to provide general counselling and support including assistance with finance budgeting, shopping, accessing community facilities, medical appointments and other activities as required to support tenants to maintain their independence.
- 3) To support individuals to access their places of worship if required and to support them to follow their cultural/religious beliefs in their daily living.
- 4) To liaise with Statutory, Voluntary and Business Agencies as required to ensure 1) and 2) above are achieved as directed by the Housing Support Manager.
- 5) To ensure individuals receive and are satisfied with the services specified within their support agreement. To provide all documents in the most appropriate format.
- 6) To liaise with friends and relatives of individuals and to inform them of special events or issues concerning the individual, where the individual has given their consent.

- 7) Assist the Housing Support Manager to ensure that assessments are undertaken when appropriate and that these are recorded to a high standard.
- 8) Assist the Housing Support Manager to investigate complaints as required.

Administration Duties

- 1) To deal with Individual service enquires.
- 2) To record information in line with Individual Support Plans and East Boro Housing Trust's Recording and Reporting guidelines.

General Duties

- 1) To attend staff meetings as requested by the Housing Support Manager.
- 2) To deal with support emergencies outside of office hours if requested by the Housing Support Manager.
- 3) To promote the East Boro Housing Trust and its work in the community and in all areas of its operation.
- 4) To attend forums, meetings and conferences as and when directed by the Housing Support Manager.
- 5) To communicate clearly with other staff, managers, customers and all other agencies and interested parties.
- 6) To undertake any other general or support duties commensurate with the post as requested by the Housing Support Manager.

Confidentiality

The employee shall not either during his/her employment or at any time after its termination:

Disclose any information related to any service user or any matter related to their work at the Housing Trust to any person or persons (except to those authorised by the housing Trust to know);

Use any information for his/her own purpose or for any purposes other than those of the Housing Trust;

Through any failure to exercise all due care and diligence cause any unauthorised disclosure of:

Any private, confidential or secret information of the Housing Trust (including in particular lists or details or service user or tenants of the Housing Trust or applicants or relating to the working of any process of the Housing Trust) or which he/she has obtained by virtue of his/her employment.

The provisions of the above shall apply mutates mutandis in relation to the private, confidential or secret information of any of the residents of the Housing Trust, which the employee may have received or obtained during his/her employment.

All notes, memoranda, records and writing made by the employee relating to the business of the Housing Trust shall be and remain the property of the Housing Trust and shall be delivered by him/her to the Housing Trust forthwith upon request and/or upon termination of employment.

Equal Opportunities

To comply with and promote the terms and conditions of the East Boro Housing Trust equal opportunities policy.

Data Protection

To comply with the terms and conditions of the 1984 & 1998 Data Protection Acts.

Personal Specification

		Essential	Desirable
Qualifications	NVQ 2/3 in care or previous relevant experience		
Experience	Some experience in undertaking the support or care of others e.g. children, relatives.		
Knowledge	Understanding of disability and it's implications for Service Users. .		
Skills	<p>Ability to communicate effectively with Service Users, agencies, relatives, representatives, Doctors and District nurses.</p> <p>Ability to complete records, financial transaction forms, care plans and files accurately.</p> <p>Ability to assess risks and communicate changes to Line Manager/Trust Management team.</p>		
Values	Commitment to equal opportunities and other core values, policies and procedures of East Boro Housing Trust		
Personal Attributes	<p>Commitment to the provision of high quality support services.</p> <p>Honest and reliable.</p>		