

Support Worker

Team - Extra Care	Team responsibility - N/a
Manager – Scheme Manager – Extra Care	Budget responsibility - N/a
Directorate – Customer Experience	Job grade - 3
Location – Northallerton/Stokesley/Leyburn	

Role Purpose:

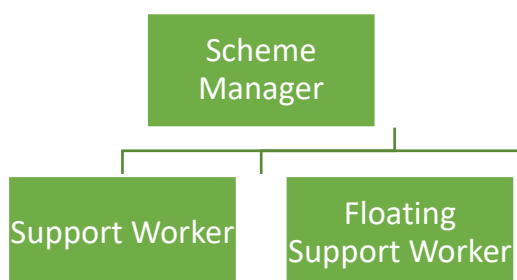
To assist to deliver support services to vulnerable people across Broadacres.

Assist the co-ordination of services delivered within the scheme and to engage in community development to ensure social inclusion for the residents.

To provide person-centred support to residents within an Extra Care housing scheme, promoting independence, wellbeing, and social inclusion while ensuring a safe and respectful living environment.

To assist in the delivery of excellent customer focused services.

Organisational Structure



Main responsibilities

Customer Wellbeing and Satisfaction

- Promote anti-discriminatory practice, both in your own practice, and by challenging others, to ensure respect and value is shown towards all people.
- To welcome new residents to their accommodation and to assist them to settle into the scheme and make friendships, explain the door entry system and call equipment.

- To develop and maintain open and honest relationships with residents and respond appropriately to enquiries, concerns and issues. To encourage residents to participate and contribute to decision-making.
- To provide information to, and develop life skills for, residents to enhance their independence and quality of life, including health promotion.
- To participate in the development and implementation of a range of person centered social and learning activities for residents.
- To assist in the co-ordination of joint working to meet individual residents' needs and participating in reviews as required.
- Make referrals for adaption and equipment
- Remind tenants about meal times, services available, work with families of residents
- Work through complaints
- To liaise and make necessary arrangements with relevant individuals and/or agencies at times of crisis, including terminal illness and sudden death, and/or end of tenancy.
- Report repairs and follow up on completion
- Recognise and work with the constraints and conflicts created by people living and working with others. To encourage tolerance and sharing within the communal areas such as at meal times or when individuals require privacy and to assist in the resolution of disputes.
- Respond to possible breaches, by all involved parties, of the support agreement.
- To promote the benefits of extra care housing and Broadacres principles and values and to participate in needs assessments for new applicants.
- To help maintain effective working relationships with housing services, customer services and other relevant internal and external individuals and/or agencies.
- To participate in the development of resident involvement in the local community and to promote the rights of residents in the community.
- To ensure the accuracy, accountability and confidentiality of all records.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- To be available to respond to emergency calls and to provide cover in other extra care schemes as required.
- Assist contractors, ensure health and safety of the building

What does success look like?

Residents feel safe, respected and empowered to live independently, with personalised support delivered consistently and compassionately.

Health and Safety

- Install, check, test and remove sensor, monitoring and call equipment, fire testing evacuations

What does success look like?

Health and Safety Checks are completed regularly, with all issues promptly reported through appropriate channels and followed up. All regulatory requirements, including safeguarding, data protection and housing law are met or exceeded. Accurate records are maintained and audits show full compliance or are reported as otherwise. Risks are proactively identified and collaboratively mitigated.

General

- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

Support Worker

Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	Support/Care scheme management. Demonstrable Experience of co-ordinating multi-disciplinary services		Application form Interview
Skills -	Excellent writing and verbal communication skills . Well developed organisational skills – able to successfully manage competing priorities/projects and work to tight deadlines. Problem analysis - able to analyse problems, assess solutions and reach sound decisions. Creative thinking – identify innovative improvements and alternatives to existing systems and services. Relationship building - Ability to form successful professional relationships with customers, young people, external organisations and colleagues. Strong interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action. Strategic thinking - Has consideration for how their work is connected to others work IT literate and confident in using online technologies to encourage internal and external customers and stakeholders.		Application form Interview
Knowledge			Application form Interview



Special Requirements	Willing and able to work outside normal office hours. Current driving licence		Application form Interview
Qualifications			Application form

Broadacres Values

