# Job Description – Support Worker

**Job Title:** Support Worker

## Hours: Full Time, 37.5 hrs

## Part Time, 22.5 hrs (6 months fixed term)

## Both roles will include some out of hours and on call

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**Salary:** £19,171 - £21,166 depending on experience, per annum, pro rata

**Location:** Eastleigh

## Responsible to: Lead Support Worker

**Purpose of Job:** To deliver intensive support to residents living in our supported houses in Eastleigh. Residents are both male and female and aged 17+

To deliver a person centred service equipping them with life skills and involving them in all plans and decisions.

**Main Duties**

1. **Work with Residents**
   1. To provide initial and ongoing needs assessments leading to high quality support plans developed with residents.
   2. To ensure support plans and risk assessments are reviewed every 2 weeks or in response to individual needs.
   3. To provide high-quality 1:1 support.
   4. To work with residents and participate in activities within the wider community as appropriate.
   5. To manage safely and effectively any challenging behaviour in line with policies and procedures and to support residents to take responsibility for their actions.
   6. To encourage resident involvement in all aspects of running the service, facilitating resident meetings and participation.
   7. To provide advice and support to residents to access information on housing, health, welfare benefits and other areas with which they may need support.
   8. To ensure that all relevant agencies are involved in the Needs Assessments, Support Plan and Risk Assessments for residents.
   9. To produce, keep and maintain accurate records and reports.
   10. To liaise with relevant agencies such as mental health services, housing departments and other statutory and non-statutory agencies, in meeting the housing and support needs of residents.
   11. To forward all complaints to the Operations Manager in a timely manner to ensure compliance with Fledge’s Complaints Procedures.
   12. To work to given budgets.
2. **Communication**
   1. To ensure any concerns relating to residents’ physical or emotional condition are passed on to the Lead Support Worker.
   2. To participate in staff meetings and facilitate resident meetings as required.
   3. To work proactively with colleagues to ensure that relevant information is shared and that joint working is undertaken.
   4. To actively promote Fledge in a positive, professional manner at all times.
   5. To communicate effectively in line with data protection and confidentiality policies and procedures.
3. **Networking and multi-agency working**

In conjunction with Lead Support Worker:

* 1. To work proactively and creatively with volunteers to enhance service delivery.
  2. To have positive and effective working relationships with other professionals, individuals and agencies.
  3. To encourage joint working initiatives that would benefit residents and support service delivery.

1. **General Duties**
   1. To comply with all relevant legal, statutory and good practice requirements, particularly those set out in the organisation's policies and procedures on health and safety, equality and diversity, lone working, and safeguarding.'
   2. To participate in regular supervision and appraisals and undertake any relevant training as appropriate to the role.
2. **Good Practice**
   1. To work in accordance with the core Christian values of Fledge.
   2. Ensure the project models good practice in all aspects of its work
   3. Any other duties as deemed appropriate for the success of the post and the project.

It is a general requirement that all staff have the ability to work within and promote the Christian ethos of the project