



Affordable homes.  
Exceptional care.

## Job Description

**POST:**  
Supported Housing Worker

**LOCATION:**  
Development Based

---

### PURPOSE OF JOB

The Supported Housing Worker is appointed as a member of the Development's staff team. He/she is primarily responsible, along with other members of the team, for the security, safety and maintenance of the building.

In addition he/she will help in the management of the development thus ensuring that the tenants are able to enjoy an acceptable standard of living in an environment which is clean, safe and allows for unimpeded circulation.

He/she will be responsible for overseeing the well-being of the tenants and for assisting them in maintaining their independence, in so far as they are capable.

He/she will be involved in the planning and preparation of meals.

### MAIN DUTIES & ACTIVITIES

To be aware of the policies of Trust Housing Association to the extent that these policies affect the development.

To ensure the pursuance of the aims and objectives of the development.

To work under supervision of the Supported Housing Co-ordinator and to liaise with the other Supported Housing Workers.

In the absence of the Supported Housing Co-ordinator:

- to be responsible for the safety and maintenance of the building
- to ensure the security of the building and to advise tenants on security matters
- to report an maintenance problems to the appropriate department
- to test the fire alarm system and any other equipment
- to respond to alarm calls and to take appropriate action
- to contact appropriate agencies e.g. family carers etc, if assistance is needed.
- to supervise the work of the domestics.

To assist tenants in budgeting and the management of their finances, if so requested.

To encourage tenants to participate in, and to help organise communal activities.



INVESTORS  
IN PEOPLE

Gold



Support tenants in their daily home, and to promote healthy living and self care.

To make sure that the very sheltered tenant's Care Plan is being implemented satisfactorily.

To undertake all the administrative requirements relating to the post e.g. entries into day book, updating personal files etc.

To be involved in the organising and preparation of simple daily meals, taking into consideration any special dietary needs.

To assist in the management of food stores/fridges etc and to adhere to the development's Food Safety Risk Analysis (HACCP).

To undergo appropriate training.

To undertake any other relevant duties as are considered appropriate to the post.

## **EQUALITY, DIVERSITY AND INCLUSION (EDI)**

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust

Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

## **REPORTING ARRANGEMENTS**

The post holder reports to the Supported Housing Coordinator who will agree through regular one to one meetings the relative priority to be given to the above tasks.



## PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication skills to be able to liaise and negotiate with internal/external colleagues and tenants.	✓	
Effective written and verbal communication skills; basic numeracy skills.	✓	
The ability to use a computer in a windows environment, in particular Microsoft outlook and word.	✓	
Education, Qualifications, Training & Development	Essential	Desirable
Academic qualifications are not essential however, the post holder must be able to communicate verbally and in writing in a clear and accurate manner.	✓	
SVQ Level 2 or 3 – Health & Social Care		✓
Willingness to undertake appropriate training for the post.	✓	
Other factors and attributes	Essential	Desirable
Satisfactory references and PVG Application	✓	
Experience of and empathy with issues affecting older people, customers in general.	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Signed \_\_\_\_\_

Dated \_\_\_\_\_

Print Name \_\_\_\_\_