

## **THE WREKIN HOUSING TRUST**

Support Worker (Independent Living)  
Support and Enablement Team

This is a broad outline of what is expected of the postholder

### **RESPONSIBLE TO: SUPPORT AND ENABLEMENT SERVICES MANAGER**

#### **KEY OBJECTIVES:**

- To provide practical, “hands on” support to service users
- To access, fit and supply specialist aids and equipment
- To teach service users basic independent living skills
- To collect and record service outcomes

#### **KEY RESPONSIBILITIES:**

- Working in partnership with the removals team at Revive to assist service users to move house. Packing personal belongings, lifting boxes and moving furniture.
- Collecting shopping and prescriptions for service users when they have been discharged from hospital or are experiencing a period of ill health.
- Assisting service users to be discharged from hospital. Transporting them home from the hospital and ensuring that their basic needs are met.
- Teaching independent living skills to service users through personalised one: one plans and group sessions. These to include but are not limited to:-
  - Cooking
  - Cleaning
  - Telephone skills
  - Independent Living
- Assisting service users on a temporary basis with basic cooking, cleaning and independent living skills when the need arises. Including but not limited to:
  - Putting up/taking down curtains

- Making beds
- Vacuuming
- Basic meal prep
- Assisting service users to attend trips and social activities when they are unable to attend alone. Including but not limited to:
  - Pushing wheel chairs
  - Acting as a guide
- Assessing service users to establish a need for independent living equipment. Collecting, supplying and fitting the equipment.
- Assisting with rehoming/sourcing temporary accommodation for pets when required. Including transporting them to alternative accommodation.
- Supporting the Service Manager to create a “self paid” service model when required.

## **CONTRACT ADMINISTRATION**

- Demonstrate through data collection how service users reliance on acute services has reduced as a direct result of your support inventions.
- Keeping accurate records of time spent with all service users and detailing each contact.
- Creating specialist support plans for each service users.
- Providing evidence of how services users on your case load are moving towards independence and presenting this at weekly team meeting.
- Creating personalised teaching plans for service users to enable them develop basic living skills.
- Using the IPAD and internal database for all record keeping
- Updating central caseload spreadsheet in excel when required

## **LIAISON & NETWORKING**

- Liaising with Revive and other partners.
- Working with the Telford Crisis Support network, to establish a stock of emergency vouchers and food parcels.
- Working closely with the home from hospital service at the British Red Cross
- Promoting independent living sessions with other housing associations and external providers, to encourage the wider community to attend.

## **GENERAL RESPONSIBILITIES**

- To work in partnership with Retirement Living, Revive and other internal teams to ensure that contractual outcomes are met.
- Have a good working knowledge of all other specialist areas and provide cover to other team members when demand dictates.
- To work a flexible working pattern, in order to maintain a responsive service.
- Continuously keep up to date with changes in health and social care legislation.
- To treat all information and interviews as confidential.
- To report concerns around Safeguarding and abuse to the line manager.
- To assist the Trust in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Trust's Standing Orders, standards of probity relating to the Trust's charitable status and Housing Corporation Regulation.
- To uphold, as an individual employee, the Trust's Corporate Policies, in particular in the areas of:
  - Health and Safety
  - Equal Opportunities and BME Policies
- To take responsibility for personal development, sharing knowledge and skills and learning from others.
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues.
- To give your Manager assistance with any day to day functions within the Team.

## **THE WREKIN HOUSING TRUST**

Support and Enablement Officer  
Independent Living

### **PERSON SPECIFICATION**

#### **QUALIFICATIONS**

- Recognised First Aid Qualification is essential
- Basic Food & Hygiene Certificate is essential
- Care and Support qualification or equivalent is highly desirable
- Maths and English GCSE pass or Equivalent is essential
- ICT – Work, Exec, Outlook qualifications is essential
- Manual Handling Certificate is desirable

#### **KNOWLEDGE, SKILLS AND EXPERIENCE**

- Full drivers licence and have the use of a car with full business use is essential.
- Extensive knowledge of the mental capacity act and its key principles.
- Significant experience of working in a support environment, with both adults at risk and adults 55+.
- Understanding of the problems faced by people in Supported accommodation or Retirement Living. Including the care and adaptations needed to live independently.
- Experience planning and delivering group sessions independently.
- Excellent knowledge of the local health and social care agenda.
- Confidence working with animals.
- Excellent knowledge of the local health and social care agenda.

- Excellent IT skills, confidence using all Microsoft packages including: Excel, PowerPoint and Word.
- Confidence working remotely from mobile devices including iPad's and Smart phones.
- Excellent communication skills, with the ability of managing conflict.
- Certain training/knowledge may be expected as part of any co expectations

### **Health and safety:**

- Ability to carry out manual handling and lift weights of up to 20Kg
- Ability to work in various environments' including dusty and smoke stained properties.
- Ability to push service users in wheelchairs

### **COMPETENCIES**

- Adheres to and promotes the Trust's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual values of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high quality work. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communication of others.
- Supports and shares information with team colleagues, actively participating in decision-making and problem solving to improve services.
- Assists in identifying problems, offering appropriate ideas to resolve them.

- Plans individual work tasks to meet deadlines. Keeps managers and other involved parties informed of progress
- Demonstrates judgement and the ability to contribute to decision-making at a local level. Seeks advice and information when appropriate
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information

### **OTHER**

- Work a flexible working pattern, including evenings and weekends. When required to be able to support with assisted hospital discharge.
- All support and enablement officers will be based at HQ and expected to provide floating support to service users in retirement living, general needs and the wider community. In both group and one: one setting.