JOB DESCRIPTION

Job Title	Support Worker
Location	Brook Street
Reports To	Supported Living Supervisor / Deputy Manager
Job Purpose/Scope	The Support Worker offers practical and emotional assistance to tenants with mental health needs, helping them develop daily living skills, stay independent, and enjoy fulfilling lives within the community. The role involves providing person-centred, recovery-oriented support that enhances independence, well-being, social inclusion, and personal choice. Support Workers will work as part of a team to ensure tenants receive high-quality support in accordance with organisational policies, procedures, and the standards set by the Care Quality Commission (CQC).
Key Tasks and Responsibilities	**Person-Centred Support** • Assist tenants in recognising and reaching their personal goals and desired way of life. • Provide support in accordance with each tenant's person-centred support plan/s. • Encourage tenants to take responsibility for their daily decisions and significant life choices. • Encourage independence by helping tenants to build daily living skills. • Promote involvement in social, educational, and community activities. • Assist tenants in maintaining relationships with family, friends, and significant others. • Uphold tenants' dignity, privacy, individuality and rights at all times. **Promoting Recovery and Wellbeing** • Assist tenants in maintaining good mental, emotional, and physical health. • Promote a positive self-image, confidence and wellbeing. • Assist tenants in adhering to their Recovery Star plans and Wellness Recovery Action Plans (WRAP). • Recognise signs of mental health decline and report concerns to senior staff. • Assist tenants in effectively handling crises and adhering to established support plans.

	Safeguarding and Risk Management • Take responsibility for protecting tenants from all kinds of abuse. • Adhere to safeguarding policies and report any concerns without delay. • Encourage tenants to take positive risks while ensuring proper risk assessments are carried out. • Uphold professional boundaries and consistently act in the best interests of tenants. **Communication and Relationships** • Communicate effectively with tenants by using their preferred communication methods. • Foster positive and respectful relationships with tenants. • Collaborate effectively with colleagues and external professionals. • Maintain professional relationships with families and other agencies involved in tenants' care. **Supporting Daily Living Skills** Assist tenants with practical tasks that foster independence, including: • Cooking and preparing meals • Maintaining personal hygiene and self-care. • Supporting with household chores like cleaning and laundry • Supporting with personal finances and budgeting. • Attending appointments • Shopping and accessing community services • Engaging in hobbies and social pursuits Support Workers may also escort tenants to: • GP appointments • Hospital appointments • Dental or optician visits • Social outings and community activities **Record Keeping and Administration** • Keep precise and prompt records in accordance with organisational policies and CQC standards. • Record progress and outcomes related to tenants' support plans. • Complete incident reports, daily logs, and communication records, using the Nourish digital system • Keep all tenant and organisation information confidential. **Team Working** • Collaborate effectively with the staff team to provide consistent and high-quality support. • Attend handovers and team meetings. • Share pertinent information with colleagues to maintain continuity of care. • Support supervisors in ensuring a safe and nurturing environment.

	CHADD Brook St runs a buddy system for new staff, where support workers work alongside experienced staff until they are confident to work independently. **Household and Service Duties** Support Workers are expected to help ensure the smooth operation of the service by assisting with: • Preparing and serving meals • Supporting tenants with household tasks • Supporting general household tasks such as cooking, cleaning, and gardening where appropriate. **Training and Development** • Complete all mandatory training and maintain skills up to date. • Participate in supervision and performance reviews. • Identify personal training requirements and be accountable for professional growth. • Embrace constructive feedback and aim to enhance your practice. **Knowledge, Skills and Experience** Essential • Level 2 Diploma in Health and Social Care (or willingness to work towards it). • • Completion of the Care Certificate during induction. • • Experience supporting individuals with mental health needs. • • Good communication skills (verbal and written). • • Basic IT skills including Microsoft Word, Outlook, and electronic recording systems. • • Ability to work independently and as part of a team. • • Ability to motivate and encourage individuals to develop independence. • • Ability to identify problems and take appropriate action. • • Reliable, punctual, and flexible. Desirable • Experience working within a supported living or mental health service. • Knowledge of Recovery Star or recovery-based support approaches. • Mental health training or relevant professional development. • Full driving licence. • **Mandatory Training Requirements** The post holder must complete or work towards training in: • Safeguarding Adults • Equality and Diversity • Health and Safety • Infection Control • Fire Safety • First Aid • Food Hygiene • Manual Handling • Safe Handling of Medicines • Risk Assessment Regular refresher training will be required.

	Working Arrangements The role requires flexibility and may include: • Day shifts • Night shifts • Weekend work • Bank holidays Support Workers may also be required to: • Escort tenants on outings or short breaks. • Work occasional nights during staff shortages. • Work occasional Kitchen duties during cooks' absences **Professional Standards** **Confidentiality** All staff must uphold strict confidentiality regarding tenants, staff, and organisational information. **Safeguarding** All staff are responsible for protecting individuals using our services and must adhere to organisational safeguarding policies. **Health and Safety** Employees must adhere to the Health and Safety at Work Act and follow all organisational health and safety procedures. **Additional Duties** This job description details the primary responsibilities of the role but is not comprehensive. The post holder may be asked to perform additional duties relevant to the role and the needs of the service.

NB This job description is subject to change as the role develops