

Post title	Sheltered Housing Support Officer
Division / Section	Family and Household Support
Department	Safer and Stronger Communities
Responsible To	Family and Household Support Team Lead
Number of post holders	20
Acting up/ Secondment	No

Purpose of Job

Promoting independent living through planned and unplanned person centred support to vulnerable adults in sheltered housing.

Assist with preventing hospital admission and long term care by supporting service users to safely remain living in and being part of the community for as long as possible.

MAJOR TASKS/JOB ACTIVITIES

Promote independence and provide advice and support to vulnerable clients living in sheltered housing.

Gather and record client personal details. Keep accurate records of relevant contact with service users regarding support provided and update on a regular basis.

Carry out risk assessments and put in place appropriate measures to ensure health and safety of service users in sheltered housing and communal areas.

Carry out initial assessment of need for support and / or other services and make referrals to other agencies or services as required.

Respond to emergency events identified through inactivity monitoring and alarm systems, making on the spot decisions and provide appropriate response, including carrying out emergency personal care and first aid.

Arrange or refer for social inclusion activities in partnership with key stakeholders.

Demonstrate and test alarm systems, report and monitor faults.

Comply with the National Care Standards and SSSC regulations.

Supervision and Management of People (Numbers and type of staff)

None.

Creativity and Innovation

Ability to organise and manage own workload.

Develop a creative approach to communication with clients who may be blind, deaf, or unable to communicate well.

Develop a creative approach to assist clients to remain safely in their own home.

Adopt a problem-solving approach to finding and delivering solutions to complex cases.

Attend and input to case conferences with relevant partnership agencies.

Make decisions about requirements for support or referrals to specialist agencies.

Contacts and Relationships

Daily contact with a range of key stakeholders and key partners (e.g. CATS, care providers)

Frequent contact with customers and related agencies, relationships developed with clients and their families must remain at a professional level and maintain agreed boundaries.

Act as an advocate for clients when requested to, e.g. during meetings, at appointments, case conferences, during telephone calls to request services, as often as required.

Offer support on a one to one basis with vulnerable clients in their own homes without direct supervision.

Liaise with contractors and stakeholders to identify support needs prior to property upgrades and planned maintenance and put appropriate measures in place to lessen risk to clients.

Adhere to agreed lone working procedures.

Decisions (Discretion)

Autonomy to make sound daily decisions that comply with legislative requirements and that support best practice based on clients current needs and issues.

Recognise when to withdraw from situations of risk and to update the line manager, take part in decision to restart services or support when appropriate or risk lessened.

Manage conflicting priorities and support client through discussion of their options around challenging situations.

Required to make sound decisions daily relating to immediate client needs or crisis.

Prioritise own workload.

Post holder should be aware of when SSSC or equivalent rules are being breached regarding clients by self or fellow professionals and refer to line manager.

Be able to identify situations where mental, physical, or financial abuse, is taking place and report issue to Line Manager to protect client.

Decisions (Consequences)

Make on the spot decisions in emergency situations, this may involve life threatening illnesses and situations.

Participate in the review of client's support needs and to attend and contribute to case conferences.

Undertake risk-assessments when visiting clients in their home and be aware at all times of risk within the home and immediate environment.

Resources

Responsible for any equipment issued.

Assist service users to keep records of spending to assist with budgeting

Assist groups to monitor spending from communal funds

Must follow the agreed financial procedure for the collection, recording and safe keeping of all money and fees collected from clients, may include laundry fees, guest room bookings or TV License fee.

Responsible for confidentially storing and maintaining client records / files.

Responsible for the keeping of clients keys in a safe place.

Environment – Work Demands

Responsible for prioritising of own workload on a daily basis.

Travel may be necessary between workplaces.

Work in line with departmental Lone Working Policy.

Environment – Physical

May occasionally be required to assist in lifting clients using appropriate equipment (training will be provided).

May be required to push clients in wheelchairs, or assist clients to transfer between bed and wheelchair or armchair and wheelchair following risk assessment.

May be required to accompany and assist clients to travel safely to appointments

Take meticulous care with recording, collection, storage and banking of any money collected from clients.

To risk-assess and check accommodation including surrounding public areas and community rooms for risk factors, recording and monitoring accordingly.

Environment – Working conditions

May to occasions where there is exposure to environments which are dirty and unpleasant (e.g. visiting clients who may be living in chaotic conditions).

Environment – Work Context

May be exposed to a level of risk due to the range of client issues (e.g. mental health issues, drugs, alcohol issues and chaotic living). Personal Protection to be used in appropriate situations

Knowledge and Skills

Possess or be willing to attain SVQ 2 or above in Health and Social Care or equivalent.

Able to use appropriate equipment and relevant computer systems and be competent on use of computers.

Ensure up to date knowledge on all relevant legislation and guidance.

Maintain ongoing continuous professional development in accordance with SSSC registration and Care Inspectorate guidelines.

Have an awareness and knowledge of how both mental and physical health issues can affect clients.

Registered with SSSC when required and be subject to PVG check.

Must have empathy with clients and be able to deal with clients and their families in a sensitive and caring manner.

Ensure clients and family / carers are treated in line with national care standards

Treat all clients in a non judgemental way.

Recognise and operate within professional boundaries.

****Some staff may be living in tied accommodation, this will not affect the range of job activities outlined in the Job description and undertaken by all Sheltered Housing Support Officers****

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).