**svq**

**Job Description**

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| **1.** **JOB DETAILS** |  |
| **Job Title:** | **Support Worker (Housing Support)**  |
| **Location:** | North/East/West |
| **Team/Directorate:** | Care SBU |
| **Responsible To:** | Very Sheltered Housing Manager  |
| **Responsible For:** | Cooks, Cleaners, & Development Assistants  |
| **Indirectly Responsible For:** | All staff within the service in the absence of VSHM |

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| 2. JOB PURPOSE |  |

Delivery of an efficient Housing Support and Housing Management service to ensure that the service meets all requirements of Care Inspectorate registration and The Scottish Housing Regulator Standards.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

* 1. **Main Duties and Responsibilities**
* Deliver an efficient and effective housing support service. Develop and adapt the service as required to accommodate the different needs of customers.
* Provide, in partnership with your manager, the smooth, effective delivery of a housing management service.
* In the absence of your manager manage the delivery of Catering Service that adheres to Environmental Health regulations
* As a lone worker you ensure that the building is effectively managed to ensure the safety and security of our customers.
* Good partnership working with other colleagues in Hanover such as the Communications Team, to help with all aspects of customer services.
* Contribute and support the implementation of the Hanover Delivery Plan to achieve the strategic objectives of Hanover which are Happy Customers, Desirable Homes and a Resilient Organisation.

# 3.2 Key Relationships – Internal & External

Internal

* Develop and maintain good relationships with customers.
* Accept support and guidance from Housing with Care Manager, Very Sheltered Manager, and Team Leader.
* Accept support and guidance from other team members and Hanover colleagues.
* Accept support and guidance from the Care Manager.
* Finance department – to work in partnership with your manager & the finance department so that all budgets are maintained within their limits.
* Asset Management - to work in partnership to report any repairs and maintenance that are

required.

* Communication department – to work in partnership regarding all effective communication from the Hanover is passed on to our Residents.
* HR department -Work in partnership to ensure that all your HR information is correct and adhering to all policies.
* Customers – to ensure that you deliver an efficient and effective Housing Support & Housing

 Management service that meets the current and future needs of our residents.

External

* Develop and maintain relationships with Customers’ families.
* Work with and maintain relationships with external agencies including contractors, GPs and health and social care professionals.
* Work with and assist external stakeholders involved in the provision of Hanover housing support and housing management services.
* Assist and develop relationships with visitors, promoting the service to them and others.

# 3.3 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Complete online training as and when required.
* Take reasonable care for your health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.4 General

* Be aware of and always adhere to Hanover’s policies.
* Take part in progress/performance reviews throughout the year.
* Cooperate with other Hanover departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

# 3.5 Other

* Apply the Hanover values and behaviours to every aspect of the role at all times.
* Protect and enhance the interests and reputation of Hanover internally and externally.
* Adhere to any relevant codes of practice for the role.

**JOB TITLE**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Registration with the SSSC within 6 months of commencing post and having or attaining SVQ 2 Health & Social Care to maintain registration. | SVQ3 Health and Social Care Food hygiene Elementary  |
| Experience | Demonstrable experience in a housing service or care setting | Demonstrable experience in a housing support service  |
| Knowledge | Awareness of Health and Social Care standardsAwareness of SSSC codes of practice Awareness of person-centred support planning. | Awareness of Cooksafe and food hygiene Awareness Of COSHH Awareness of Dementia |
| Skills | Basic communication skills both written and verbal.Basic IT skills with awareness of Office 365 suite.Basic Customer Care skills Basic numeracy skills.Basic Teamworking skills | Basic cooking skills.Awareness of conflict resolution.  |
| Personal attributes | * Aligned to Hanover Values:
* Show Respect
* Be Accountable
* Promote Collaboration
* Support Inclusion
* Behave honestly at all times.
* Strive for excellence.
* Empathise with the customer along their journey.
* Be professional at all times.
* Demonstrate courage in making decisions and challenging where appropriate.
* Enable and empower others.
* Adopt transparency in your approach.
* Challenge wrongdoing and enlist appropriate support.
* Demonstrate an active willingness to change.
* Value all members of the team as individuals

Seek help and guidance if things are not going to plan |  |
| Additional requirements | Lone working, ability to undertake shift working including early, late and sleepovers to meet the needs of the service. Limited travel requirements (unless designated as a mobile worker) for training and to provide essential cover in emergencies. |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**