

JOB DESCRIPTION: Support Worker, Waking Nights, BANK

Accountable to: Project Manager

Supervised by: Project Manager / Deputy Manager

Location: London SE2

Brief Summary

To support residents with enduring mental ill health, to live valued lives within the community. This will include the provision of personal, emotional and social care. To work closely with residents and relatives/carers, protecting their dignity, choice, self-esteem and well-being at all times.

To take part in the nightly running of the project and ensure Health and Safety checks are carried out to ensure safety of the site and the residents.

To ensure handover from outgoing shift is completed and all nightly duties are completed following the task sheets and a full handover is given to the oncoming shift.

Organisation Management

1. Adhere to all policies and procedures ensuring the project is run in line with the highest standards of housing management.
2. Take all reasonable precautions for the health and safety of the residents, fellow staff and the security of the building and its contents.
3. In conjunction with fellow staff and residents, ensure that the highest standards of hygiene, cleanliness and tidiness are maintained ensuring the Health and Safety checks are followed, and spot cleaning is carried out when required (e.g. spills).
4. Check that the Petty Cash balance is correct and that cash procedures are followed along with other financial matters according to agreed procedures/duties.
5. Receive and deal with all visitors to the project including health professionals, relatives and carers.
6. Maintain all written records with up-to-date, clear, comprehensive and appropriate information.
7. Shift coordinator to read diary entries for the day and ensure residents are reminded about any appointments.
8. Supervise medication during the shift
9. Show a level of responsibility for self-directed learning specific to client group / nature of work i.e. making use of Bridge Support's library.

Services to Tenants

1. Provide social, emotional and practical support to residents.
2. Support staff in taking responsibility for an allocated number of residents during each shift.

3. Assist in ensuring residents' Support Plans are adhered to, taking into account their mental, emotional, social, financial and cultural needs.
4. Provide non-specialist counselling and advice as necessary to residents in connection with welfare benefits and other needs.
5. Ensure all tenants are familiar with Bridge Support's practice and procedures with particular reference to the Health & Safety Regulations.
6. Monitor the taking of medication and complete medication charts in accordance with Bridge Support's policy.
7. Assist Support Workers in ensuring Bridge Support meets the residents' current and future needs and aspirations.
8. Assist in ensuring with staff team that each resident is provided with comprehensive information about in-house policies, procedures and activities.
9. Spend time in the communal areas with residents.
10. Encourage tenants to learn practical and social skills, either in house or liaising with relevant agencies.
11. Respect and maximise the rights of residents and promote equal opportunities in the hostel, ensuring good practice is maintained.

Liaison

1. During the verbal handover help to maintain links with appropriate support services for residents and staff, e.g. GPs, Social Services, London & Quadrant.
2. Liaise regularly with all those involved in key tenants care.
3. Provide verbal handovers regarding evaluation of allocated tenants
4. Participate in supervision with Line Manager.

General

1. Ensure that Bridge Support's Equal Opportunities policy is promoted at all times in the conduct of the organisation's business.
2. Comply with all policies and procedures and financial regulations.
3. Make full use of resources and technology available for all appropriate tasks.
4. Work to ensure that teamwork is central to the way the organisation operates.
5. Any other duties within the scope of the post as directed by the Line Manager.
6. Represent Bridge in a professional manner.

This post is not subject to the requirements of a six-month probationary period due to it being a Bank agreement.