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| JOB DESCRIPTION: | Forensic Support Worker BANK |

**Accountable to**: Project Manager

**Supervised by**: Project Manager / Deputy Manager

**Location:** 137-139 Lodge Hill, Abbey Wood, Greenwich SE2 0AY

# Brief Summary

To support tenants 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 tenants and relatives/carers, protecting their dignity, choice, self-esteem and well-being at all times.

To take part in the day-to-day running of the house and the development of the service in such a way that tenants' opportunities for growth and the acquisition of new skills are maximised.

To help develop community links, both within the house and in the external community. To liaise regularly with a range of agencies and individuals, such as Health, Social Services, Voluntary Sector Groups, Department of Social Security, GPs, Carers and other significant people in the lives of the tenants.

**Organisation Management**

1. Implement 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 tenants, fellow staff and the security of the building and its contents.
3. In conjunction with fellow staff and tenants, ensure that the highest standards of hygiene, cleanliness and tidiness are maintained ensuring the Health and Safety Policy is implemented.
4. Deal with petty cash, loans to tenants and other financial matters according to agreed procedures.
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. Participate fully in all training offered.
8. 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 tenants.
2. Take responsibility for an allocated number of tenants during each shift.
3. Assist in ensuring tenants’ 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 tenants 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 tenants’ current and future needs and aspirations.
8. Ensure with staff team that each tenant is provided with comprehensive information about in-house policies, procedures and activities.
9. Find and maintain contact with community services who can provide support to tenants.
10. Encourage tenants to learn practical and social skills, either in house or liaising with relevant agencies.
11. Respect and maximise the rights of tenants and promote equal opportunities in the hostel, ensuring good practice is maintained.

## Liaison

1. Maintain links with appropriate support services for tenants and staff, e.g. GPs, Social Services, London & Quadrant.
2. Liaise regularly with all those involved in key tenants care.
3. Participate in shift handover meetings 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 86 in a professional manner.

**This post is subject to the requirements of a six-month probationary period, satisfactory pre right to work checks and having the Covid Vaccine and Booster when offered, unless medically exempt.**