

Job description

Post - **Support Worker**, Ashcroft House Rehabilitation Centre

Accountable to - **The Registered Manager**

1. Job purpose

To assist in the provision of rehabilitation services at Ashcroft House for mothers who have drug and/or alcohol dependency problems, and their children, in accordance with the Aims and Objectives of the House as set out in the prospectus, and the House rules by:

being in charge of and responsible for overseeing the house under the direction and supervision of Key Worker(s) and for maintenance of safety and security of residents and children during the mornings, evenings, nights and during the day time at weekends; from handover by Key Workers at 5.00 p.m. to 9.00 a.m. during weekdays, and from 5.00 p.m. on Fridays to 9.00 a.m. on Mondays over weekends - all within a shift system averaging 40 hours per week;

being on waking duties until bedtime; sleeping-in on call during the night, responding if necessary to the needs of residents or children at night; and being on waking duty from morning waking time (7.00 a.m.) until handover to day staff.

2. Main duties and responsibilities

Under the general guidance and direction of the Registered Manager:

- (a) to encourage and maintain at nights and weekends, a settled atmosphere and normal domestic lifestyle by using routines that reinforce normal daily living arrangements.
- (b) to develop trusting and friendly relationships with residents and their children to encourage them in improving their self-image and confidence in accordance with the goals set in their individual contracts and plans negotiated on admission.
- (c) to contribute to the personal development of residents and their children by encouraging them to live in harmony with other residents and children, to maintain acceptable standards of personal and emotional care for their children, and to arrange appropriate social and recreational activities for themselves and their children
- (d) to maintain and promote the Aims and Objectives of Ashcroft House and ensure that the philosophy of the Project is practiced at all times, with mothers retaining full parental responsibility for the care of their children and participating in the services provided.
- (e) to promote positive attitudes to physical and psychological health with mothers and children, with due regard being given to meeting the wishes, needs and rights of children and the safety of arrangements for them at all times.
- (f) to assist with the day to day living arrangements in the House, including helping with domestic, catering, cleaning laundry duties as required, in order to ensure the smooth running and effective management of the House and the care arrangements.
- (g) to liaise with day staff when coming on duty and going off duty, in respect of significant events for each resident/child.
- (h) to contact the Registered Manager or nominated person on-call for advice or instructions about dealing with any exceptional situations arising or concerns for residents or children.
- (i) to contribute to the assessment of existing and potential new residents and to attend fortnightly staff meetings on Monday evenings to assist in the overall planning of residents' individual treatment programmes, for which payment will be made in addition to shift pay.
- (j) to maintain accurate, legible records as required by good practice, Ashcroft House procedures and the Care Standards Act 2000.

- (k) to liaise with other agencies and workers as required both in respect of residents and children living at Ashcroft House and in responding to enquiries about possible new residents

3. **Staff development , training and supervision**

- (a) to attend, participate in and assist with the provision of in-service training as required.
- (b) to attend external training events as required.
- (c) to work with and supervise Support Worker colleagues and allocate tasks and duties as necessary and appropriate to meet the needs of residents and their children.
- (d) to participate in regular staff supervision with the Registered Manager or other person(s) nominated by the Registered Providers, either in groups or individually, as appropriate.
- (e) to review personal development and training needs, at least once a year, with the Project Registered Manager.

4. **General responsibilities**

- (a) Under the guidance and supervision of the Registered Manager, to be in charge of the House at nights and weekends and maintain safe systems and environment for residents, their children, staff and visitors at all times using the Information and Guidance provided in the organisation's Employee Instruction Manual on Health and Safety.
- (b) To be alert to and report any potentially dangerous situations to the Registered Manager, or in her/his absence, to the Registered Providers and to ensure that, in the event of any accident occurring to residents, their children, staff and visitors, that an Accident Form is completed and entered in the Log Book.
- (c) To maintain awareness of, and comply with, the Policies and Procedures issued by the organisation.
- (d) To refer to the Registered Manager and/or Registered Provider before responding to any enquiries from the police, press and media and solicitors.
- (e) To attend organisation's staff management meetings as required and to contribute ideas for the maintenance and development of the quality of services provided.

Special conditions of employment as a Project Support Worker

1) Appointees to this post must consent and provide, at their own expense, an application for enhanced disclosure checks to be carried out by the organization via Criminal records Bureau. All convictions including those which are considered spent must be disclosed at the time of the application.

2) All employees are required to have an individual training and development plan based on an assessment of their needs and to complete a minimum of five paid days training per year (CSA – National Minimum Standards 23.3).

Each employee will be given two opportunities each year to attend required training. Four weeks notice will be given of paid training events and nominated employees are required to attend them. The only exceptions will be in the event of serious personal circumstances e.g. disabling illness. Any such circumstances will be considered on an individual basis by the Registered Persons. All specified paid training must be completed and any additional costs incurred as the result of non-attendance, at courses by external training providers at the arranged time, may be payable by the employee.

This Job Description sets out the main duties and responsibilities of the Support Worker within the Programme Team but is not intended to cover all possible duties and functions of the Postholder who may be required to carry out such other duties and responsibilities as are commensurate with this appointment.

Revised November 2009