



ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth
Meeting the needs of vulnerable people facing complex life challenges



JOB DESCRIPTION

Domiciliary Care Support Worker (Housing Support Worker)

Adferiad's Internal Job Title for this post is Recovery Practitioner (1)

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| Weekly hours: | Prt Time Contract Hours (e.g 22.5 hrs or 30 hrs) |
| Salary: | £9.50 per hour plus Sleep in Allowance of £60 |
| Salary enhancements: (These are not paid concurrently) | Unsocial hours (between 22:00pm & 08:00 am) – 26% on hourly rate Weekends (covering a 48 hour period) – 8.5% on hourly rate Bank Holidays – 33% on hourly rate |
| Holidays: | 25 days per year plus 8 public holidays (pro rata) |
| Period of Notice: | 1 week during probation; 4 weeks thereafter |
| Probationary Period: | 6 months |
| Based at: | Wrexham |
| Responsible to: | Service Manager |

Job Purpose:

Under the direction of the Service Manager and the Senior Support Worker, work as part of team or lone working to support and improve the lives of people with serious mental illness and co-occurring substance use disorder. By contributing to the delivery of Adferiad's Registered Services in Wrexham, in line with our commitment to principles of empowerment, self-management and recovery and ensuring compliance with internal and external quality standards inspection and regulation (including Care Inspectorate Wales – CIW).

This job:

Wrexham Supported Housing services have been developed in partnership with Wrexham Borough Council. The Wrexham Supported Accommodation project delivers the service across three



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different models of accommodation support, low level, medium level (12-hour shifts) and the new development of the 24-hour shared supported accommodation to occupants who are diagnosed as experiencing a serious mental illness and co-occurring substance use disorder, and have been assessed as needing high levels of intensive support to help with their recovery and independence. The Wrexham Housing Schemes are staffed 7 days a week, 24 hours per day with on-site waking nights, sleep-in cover. The aim of the staff team, therefore, will be to encourage and enable clients to reach a greater level of independence over a reasonable period, and then to facilitate their move on to more independent living in the community with the opportunity of receiving further support from our outreach services.

Duties and Responsibilities:

- ▶ Supporting and assisting occupants with the following:
 - feeling secure within their home
 - increasing independent living skills
 - use appliances safely, undertaking routine and minor domestic repairs, and maintaining reasonable domestic standards
 - personal finance, budgeting, and accessing benefits
 - mental and physical healthcare
 - self-management of medication
 - attending appointments
 - visitors and their access to individual's property
 - building and maintaining relationships with neighbours, families, friends, professionals
 - developing skills and interests
 - pursuing training/educational/employment goals and aspirations
 - pursuing leisure/recreational goals and interests
 - developing links with the local community-based resources and opportunities
 - signposting, joint work and referral on to other specialist agencies, intervening in crisis situation
 - recognition of and coping strategies in respect of risk, triggers and avoiding relapse
 - housing move-on planning and arrangements from the housing project (resettlement activities)
 - promoting recovery

- Assisting the client to manage their tenancy / license agreement.

- ▶ Communicate effectively and professionally with individuals receiving service, Carers, Referrers and other Professionals via telephone and email.



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- Data collection and appropriate recording and presentation for monitoring and Quality Assurance reports as directed by the Service Manager.
- Maintaining records and statistics required to monitor and evaluate the effectiveness of the service.
- Follow procedures for general record keeping and information collection, saving and archiving – adhering to confidentiality and data protection policies.
- ▶ Working in accordance with Adferiad's Recovery Programme.
- ▶ Working to a shift pattern (mornings, afternoons, waking nights and sleep-ins)

Employee Responsibilities:

- Ensure all policies and procedures are followed in a clear and consistent manner.
- Implementing the Adferiad Recovery Equal Opportunities Policy.
- Ensure the performance of your duties is in line with our values.
- Identifying and ensuring that your training and development needs are met through regular support & supervision and annual appraisals.
- Attending training courses and other as required.
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.
- As with all employees, workers and volunteers; to encourage people to join Adferiad as a member.
- To carry out all reasonable tasks commensurate with this post as directed by Adferiad Management.

Responsibilities:

- To have commitment to and demonstrate an undertaking of equality of opportunity and its relevance to different sectors within the community.
- Must demonstrate empathy towards Adferiad Recovery's beneficiaries.
- To carry out all other tasks commensurate with the role.



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Adferiad Recovery wishes to encourage applications from people with disabilities. Where the Person Specification calls for qualifications or experience, we will consider waiving these requirements if an applicant who could not achieve them because of a disability can demonstrate he/she would be capable of performing well in the job and fulfils the criteria in other respects.





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| | <u>Essential</u> | <u>Desirable</u> | <u>Method of Assessment</u> |
|------------------------|---|---|---|
| Qualifications: | <ul style="list-style-type: none"> There are no specific qualifications at this point but there must be evidence of commitment to personal and career development relevant to the post. NVQ/QCF Competencies in Health & Social Care Level 2 would provide some evidence of competence for the post and all staff would be required to hold or complete this as part of their employment. <p>All Staff are expected to register with Social Care Wales.</p> | <ul style="list-style-type: none"> NVQ Levels 2 Health & Social Care | <p>Application</p> <p>Application</p> |
| Experience: | <ul style="list-style-type: none"> Must have sufficient experience of providing care and support services to people with serious mental illness and / or co-occurring substance dependency. Experience of providing care and support services to people with a mental illness Experience of providing care and support services within a social care setting A significant experience of caring for someone using mental health services in a serious mental illness service setting Working as a volunteer on a regular weekly basis with people with a serious mental illness/in a social care setting | <ul style="list-style-type: none"> | <p>Application / Interview</p> |
| Knowledge: | <ul style="list-style-type: none"> Must have a sound understanding of the social care needs of people with serious mental illness and / or co-occurring substance dependency, particularly around the area of housing related support needs. Must have sufficient understanding of mental illness to be able to describe the difference between a serious mental illness and mental distress like anxiety | | <p>Application/Interview / Exercise</p> |



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| <p>Knowledge:</p> | <ul style="list-style-type: none"> • Must have a basic understanding of the community care approach and be able to simply describe the difficulties experienced in the community by people with a serious mental illness. • To understand responsibilities of safeguarding and promoting the welfare of vulnerable adults and children. • Must have knowledge of basic administration. • Must have some understanding of the issues affecting people from black and ethnic minority communities. | | <p>Application / Interview./Exercise</p> |
| <p>Experience:</p> | <ul style="list-style-type: none"> • Must be able to establish and maintain constructive relationships with a wide range of people including individual partner providers in external agencies. • Must have ability to communicate verbally and in writing. • Must be able to keep accurate and readable basic service user and service administration records. • Must have ability and willingness to use computers e.g. Microsoft Word, Excel, Outlook, to email, etc. • Must be able to manage time and keep appointments. • Be a car owner with full license and access to own car for travel for work purposes. | <ul style="list-style-type: none"> • Welsh language skills desirable. | <p>Application / Interview</p> |
| <p>Values:</p> | <p>Must show commitment to, and be able to describe examples of a proactive approach to embedding Hafal's Values seen as essential to achieving our organisational goals:</p> <ul style="list-style-type: none"> • Ambition • Equality • Integrity • Humanity • Loyalty • Respect & Dignity • Accountability <p>Must be able to demonstrate behaviours and competencies consistent with the values of the charity.</p> | | <p>Application/Interview w / Exercise</p> |