

JOB DESCRIPTION

Support Worker

(Extra Care Housing)



May 2021

Department: Community Services
Location: Extra Care Housing Development
Responsible to: Senior Support Worker (Extra Care Housing)

Job Purpose

To assist in the provision of the Extra Care Housing (ECH) Service, by ensuring tenants are provided with the means to maintain independent tenancies in a warm, friendly, and safe environment. To directly support tenants in their homes by providing individual advice, practical housing support assistance, direct personal and emotional care, in compliance with Eildon's policy and procedures and relevant legislation and regulations.

Main duties and responsibilities

- Provide a sensitive, efficient care and support service in line with Eildon policies and procedures.
- Ensure implementation of the aims and objectives of the development, with particular emphasis on assisting both tenants and colleagues.
- Maintain the highest standards of support and care for tenants.
- Ensure tenants can maximise their independence, choice and individual rights.
- Be aware of, and comply with, Health and Safety matters at all times.
- Implement procedures for dealing with emergencies.
- As directed by the ECH Manager or Senior Support Worker (ECH), liaise with other agencies, relatives, the community, social work departments and primary health care services.

Particular Duties include:

Tenant Care and Support

- Implement individual tenant's care and support plans and contribute to ongoing monitoring and review process.
- Ensure at all times that support, and care practice is non-discriminatory and that tenant's personal beliefs and preferences are appropriately acknowledged.
- Be aware of, and responsive to, the needs of older people with mental health problems e.g. Dementia.
- Work in partnership with the tenant to ensure that their practical housing support and care needs are met.
- Offer reassurance in relation to assistive technology with the tenant's home.
- Provide personal care as identified in the individual care and support plan by, for example:
 - Assisting with dressing/undressing.
 - Assisting with personal hygiene and appearance including bathing, shaving, nail cutting. Where appropriate, to assist tenant to use specialist equipment.
 - Assist with transfers to/from bed and chair, using specialist equipment where necessary.
 - Assist/support/supervise where mobility needs are identified.

- Contribute to the management of continence (this may include catheter and stoma care).
- Assist with preparation and partaking of meals/snacks drinks.
- Assist the tenant to carry out household tasks as required.
- Administration of medicine in accordance with service guidelines.
- Contribute to the care of a deceased person.
- Maintain written and electronic records as required.

Tenancy Issues and Relationships

- With the guidance of Senior Extra Care colleagues, provide advice and assistance to tenants in relation to:
 - Encourage tenants to live independently as far as possible.
 - Providing all agreed housing support tasks and personal care requirements.
 - All landlord activities including tenancy issues, home maintenance and repair reporting.
 - Promoting a good community spirit and to promote tenant involvement in the management of the development.
 - Being a named worker, maintain regular contact specific to tenant's care and personal plans, contribute to ongoing monitoring, and review processes.
- Assist tenants to pursue and maintain their hobbies and interests and to explore new ones.
- Promote and support social activities within the development in consultation with tenants and encourage use of the communal areas and grounds by tenants and the wider community.
- Assist in the planning and management of social activities within the community hub for the benefit of tenants and the wider community.

General

- To participate in team meetings, staff supervisions and day-to-day staff communication.
- Participate in regular performance meetings with Senior colleagues.
- Undergo training as necessary to maintain high quality standards of work.
- Attain necessary qualifications to maintain SSSC registration and be responsible for recording your learning.
- Communicate effectively at all times in relation to tenants' needs.
- To be willing to provide cover for colleagues' absences.
- Testing equipment as necessary, including the call systems.
- Undertake duties and responsibilities in accordance with the scope of the Support Worker and tenant needs.
- Be aware of current Health and Safety Policy and take responsibility for your own safety and the safety of other colleagues who may be affected by your acts or omissions at work.
- Ensure the maintenance of confidentiality at all times in respect of matters pertaining to Eildon.
- Afford equal opportunity and access to all users of Eildon's services and those involved in its delivery in accordance with Eildon's Equality and Diversity Policy.
- Undertake any other duties appropriate to the post as directed by Senior colleagues.

PERSON SPECIFICATION

Support Worker

(Extra Care Housing)



A Person Specification describes the ideal person to fill the job and is a profile of the personal skills and characteristics that will be looked for in the recruitment and selection process. It lists a series of attributes divided into "essential" and "desirable" for an individual to possess in order to do the job.

Education and Qualifications

- good general standard of education
- relevant qualification e.g. SVQ 3 in Health & Social Care **or** equivalent

**Essential/
Desirable**

Essential
Desirable

Experience

- experience of providing care / support
- working with adults with older people
- Administration of medication

Essential
Desirable
Desirable

Knowledge

- principles and value base for social care
- care and support needs of older people
- Health & Social Care Standards and SSSC requirements
- Person centred care planning

Essential
Desirable
Essential
Essential

Skills/Abilities

- provision of appropriate levels of care / support
- sensitive approach to tenants
- good interpersonal skills
- able to work on own initiative
- able to work effectively as part of a team
- Excellent written and verbal communication skills; basic numeracy skills
- ICT skills and ability to use MS Office 365 as well as care, staff and housing management software & IT tools, with a positive approach to learn and use new tools as they become available.

Essential
Essential
Essential
Essential
Essential
Essential
Essential

Personal Attributes

- Flexible approach and willingness to contribute to the success of the development
- Willing to learn and develop skills
- Enthusiastic and reliable
- Demonstrate a clear understanding, personal commitment and positive approach to Eildon's vision and values to deliver an effective and valued service to our customers.

Essential

Essential
Essential
Essential

Other Requirements

- Able to work shifts, including evenings and weekends
- Post is subject to PVG membership and SSSC registration

Essential
Essential

CONDITIONS OF SERVICE

Support Worker

(Extra Care Housing)



April 2025

Department: Community Services
Location: Wilkie Gardens, Galashiels
Responsible to: Senior Support Worker (Extra Care Housing)

SALARY

The salary applicable to the post is Care / Manual Grade B
£25,349 per annum (pro rata for part time hours) - £13.00 per hour.

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six month probationary period.

ALLOWANCES

Staff undertaking Waking Night Cover will receive a Waking Night Cover Allowance, currently 10% of their hourly rate.

Staff using their own vehicle on Eildon business will receive Business Mileage Rates, currently 45p per mile.

PROTECTING VULNERABLE GROUPS (PVG) SCHEME

This post involves working with vulnerable adults and therefore registration with the PVG Scheme is required. Eildon will pay for PVG registration. However, if you leave Eildon employment within the first six months you will be required to repay the cost of registration.

REGISTRATION WITH SCOTTISH SOCIAL SERVICES COUNCIL (SSSC)

This post has a registration requirement with the SSSC. You must be registered within 6 months of your start date to confirm you are fit to practice. You are able to reclaim the cost of SSSC registration.

HOURS OF WORK

A range of full and part time contracted hours are available as well as a variety of shifts which will include early mornings, evenings, weekends and waking night cover. The actual pattern will be determined by the needs of the service and may therefore change from time to time to meet requirements. Shift rotas are normally planned in advance.

LEAVE

The leave year runs from 1 April to 31 March.

The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per leave year of service up to a maximum of 5 days. Leave for part-time staff is in proportion to hours worked.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

SICKNESS ALLOWANCE

All permanent employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
up to six months	one week	nil
six months to one year	up to five weeks	up to five weeks
one – two years	up to nine weeks	up to nine weeks
> two years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon:	One calendar month, subject to statutory minimum
By the Employee:	One calendar month

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that no other work affects the performance of their duties with Eildon.