**Job Description**

**Job Title:** Community Support Worker

**Team:** Equality Housing

**Reports To:** Equality Housing Manager

**Location:** 35 Hendon Lane, Finchley, London N3 1RT

Community Support Workers give appropriate support to the needs of the individual service users within Equality Housing and the London Borough of Barnet to promote their independence and wellbeing. To ensure safeguarding is kept at the forefront of all the work we do.

Community Support Workers are in the first instance accountable to the Manager and Deputy of Equality Housing, and ultimately to the Board of Directors. Community Support Workers are responsible for having a good working knowledge of the Policies and Procedures of Barnet Mencap and Equality Housing and must always work within their guidelines.

**Role & Responsibilities: Safeguarding**

* Committed to the safeguarding the service users and responsible for reporting any concerns immediately to the manager
* Maintaining good working practice within the team and reporting any concerns immediately to the manager

## Role & Responsibilities: Administration

* Updating, and agreeing with service users, relevant reviews and assessments

## Recording and updating significant and relevant information on individual service users’ files

* Liaising with relevant staff regarding the completion of all benefit applications and rent payments made on behalf of the service users
* Writing letters and reports
* Liaise with other agencies and organisations

**Role & Responsibilities: Tenants**

* Promoting and facilitating service user involvement in the running of Equality Housing, including decision making for future developments of the project and Barnet Mencap as an organization
* Taking account of service users’ views on all aspects of the service
* Using the time with service users to assess and monitor their individual needs
* Planning and implementing appropriate support and action plans to meet the needs of the service users
* Planning and implementing with the service users appropriate interaction to maintain and promote their individual development and to reach their full potential
* Encouraging service users towards responsibility for their physical well-being, safety of self and others in and outside their homes
* Maintaining up-to-date knowledge of service users’ situations, needs and progress
* Maintaining regular contact with specified service users as agreed
* Compiling, with service users, necessary reports
* At the direction of the Manager, assisting and covering in all areas of Equality Housing in times of colleagues’ absence due to sickness and holidays and to be part of an out-of-hours advice line and cover arrangement
* Encouraging service users to participate in local community events, to use local facilities and transport
* Knowledge on benefits and services current

**Role & Responsibilities: Meetings**

* Attending and participating in all meetings
* Keeping accurate records
* Follow agreed action plans

**Role & Responsibilities: Liaison & Working Relationships**

* Maintaining constructive working relationships with the service users to promote their welfare and development
* Maintaining constructive relationships with colleagues, families, officers and members of Barnet Mencap and other professional agencies to promote the welfare and development of the tenants
* Assisting service users in communication with benefit offices, job applications, social workers and others as relevant
* Working with other professional agencies e.g., psychologists and social workers, and to attend meetings at the direction of the Manager to promote the welfare and development of the service users

**Role & Responsibilities: Properties**

* Reporting to the Manager or Deputy Manager any repairs or defects in service users’ homes relevant to own areas of responsibility

**Training**

* Undertaking training to maintain and develop an understanding of the needs of people with learning disability and/or autistic adults and a working knowledge of present-day approaches and intervention

**Additional**

* Undertaking any other duties that may be necessary as part of the Equality Housing Support Worker role

**Staff Management: Supervision and Appraisal**

* Participating in regular supervision and appraisal meetings with the Manager or Deputy Manager of Equality Housing

**Health & Safety**

* Ensuring Health and Safety policies and procedures are always maintained
* Responsible for the physical care, safety and welfare of self and others in the shared houses and the office
* Carrying out Health and Safety requirements at the direction of the Management Team

**Financial Responsibility**

* Responsible for monies allocated to you
* Assisting service users to manage their monies, as per their support plan, and to raise issues with the Management Team in a timely manner

**Equal Opportunities**

* Actively promoting equal opportunities policies and anti-discriminatory practices
* Awareness of the diversity of people who use our service

**Promotion of Service**

* Performing the role in a way which furthers the values of the organisation with reference to Customer Care, Equal Access and Opportunity and Quality of Service provided.

## Note

To deliver services effectively a degree of flexibility is needed, and the role-holder may be required to perform work not specifically referenced above. However, such duties will fall within the scope of the post and the appropriate grade. The duties and responsibilities of this post might change, but only significant additional duties or required responsibilities will render the grade of the post liable for re-evaluation.