**BIRMINGHAM RATHBONE**

**HOUSING, CARE AND SUPPORT SERVICES**

**JOB SPECIFICATION**

JOB TITLE: SUPPORT WORKER

LOCATION: Various locations in Birmingham and surrounding area

HOURS: Full or Part Time

SALARY: £24389p.a. full time (pro rata if part-time)

6.4% Employer Pension Contribution

Annual leave 25 days plus all Bank Holidays (pro rata for part-

time)

RESPONSIBLE TO: Senior Support Worker

1. **JOB PURPOSE**

1.1 To support clients with learning difficulties/disabilities to achieve their full potential, live as independently as possible, exercise their rights, fulfil their responsibilities and live as active citizens. Clients may also have secondary mental ill health and/or physical disabilities.

2. **DUTIES & RESPONSIBILITIES**

2.1 To work directly with clients to meet their support and care needs, aspirations and ambitions, and to ensure that they can also access all other relevant services (e.g. health, advocacy, training, education, volunteering, paid employment etc.).

2.2 To support clients to exercise independent informed choice and make decisions about their care and support.

2.3 To maintain a supportive, stable and secure environment for clients and to promote their health and well-being at all times.

* 1. To support clients to participate in the Client Forum and the decision-making processes of the organisation.
  2. To ensure that a full and appropriate range of services is offered to the client through providing information, advice and guidance, e.g. to make benefit claims, complete forms, options for improving skills and confidence, obtain work etc.
  3. To support clients to improve their skills and knowledge through appropriate training and education to enhance their preparedness for work. To support them to engage in volunteer work, work trials, work placements, apprenticeships and paid work, and where required as part of the City Council PURE Project, to achieve set targets for this.
  4. To implement and adhere to the policies and procedures of the

organisation.

2.8 To deal with complaints from clients, their representatives or other interested parties according to the organisation’s policies and procedures.

2.9 To carry out Needs Assessments, Risk Assessments and complete person-centred Support/Care Plans with clients, and to review and update them on a regular basis in the format required by the organisation.

2.10 To support clients in making and maintaining social relationships and attending activities of their choice.

2.11 To support clients who wish to move on to other accommodation in a planned way, in accordance with the organisation’s Move-On Policy and Procedure.

2.12 To ensure that clients are safeguarded within the policies and procedures of the organisation, and to make safeguarding alerts as appropriate when necessary.

2.13 To adhere to the Health & Care Professions Council Code of Practice and Birmingham Rathbone’s own Code of Conduct for staff.

2.14 To promote equality of opportunity for clients and to respect and maintain their dignity and privacy, seeking their permission for all actions on their behalf.

2.15 To work unsociable hours, sleep-ins, weekends and bank holidays as per rota.

2.16 To participate in the out of hours on-call system.

2.17 To provide cover for absent staff as required.

2.18 To collect all monies due to the organisation and enter all records correctly in line with procedures, including fees, rent, arrears control and petty cash.

2.19 To support clients to manage their personal finances, to budget and to meet their tenancy or housing obligations.

2.20 To work with colleagues and line-managers collectively as part of the overall team to deliver the best outcomes for clients.

2.21 To meet the quality standards and outcomes required by funders and the organisation and to participate actively in the preparation and execution of service reviews.

2.22 To carry out any other tasks commensurate with the grade and nature of the post as requested by management.

2.23 To work with other agencies such as social care and health, doctors and other health professionals through multi-agency meetings to ensure all the clients’ individual needs are met.

2.24 To attend all meetings, training and other events as required by management.

3. **SUPERVISION**

Supervising Officer: Senior Support Worker

Second Line Manager: Director of Housing, Care & Supported Living Services

3.1 Level of Supervision

|  |  |  |
| --- | --- | --- |
| 1 | **2** | 3 |
| Regularly supervised with  work checked by supervisor | **Plan own work within established guidelines subject to scrutiny by supervision** | Plan own work to ensure the meeting of defined objectives |

3.2 **SUPERVISION GIVEN (BY JOB HOLDER).**

(Excludes those who are INDIRECTLY supervised, i.e. through others.): None.

4. **HEALTH & SAFETY**

All employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and subsequent legislation and to ensure that agreed procedures are carried out to maintain a safe working environment. You will be required to carry out Risk Assessments.

5. **SMOKING POLICY**

There is a **NO SMOKING** policy within Birmingham Rathbone Society. In accordance with this policy smoking is positively discouraged and is not permitted on Birmingham Rathbone Society premises.

6. **DATA PROTECTION**

If you have contact with data systems, you are legally required to obtain, process and/or use information held manually, on computer or word processor in a fair and lawful way. You are required to hold data for a specific purpose and not to disclose it in any way which is incompatible with that purpose. You should disclose data only to authorised persons or organisations as instructed in accordance with the organisation’s Data Protection and Information Security Policies and the law.

Birmingham Rathbone has taken steps to be GDPR compliant. Any personal information you provide will be used solely for the purpose for which it was requested, will be stored securely and will be destroyed securely when no longer needed for the purpose for which it was requested.

7. **DISCLOSURE & BARRING SERVICE CHECKS (DBS)**

All posts in Birmingham Rathbone are subject to a satisfactory enhanced DBS

check obtained on appointment and regularly reviewed in line with our policy

and procedures.

Birmingham Rathbone – Housing, Care and Supported Living Services

Person Specification – Support Worker

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| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| EXPERIENCE  (Relevant work and other experience) | Experience of working with people with disabilities  Experience of Supporting People and/or Care provision.  A good understanding of the issues facing people with disabilities, especially learning disabilities/difficulties. | Experience of working with people living in their own homes in the community. |
| SKILLS AND ABILITIES  (e.g. written communication skills, dealing with the public) | Excellent communication skills. Excellent written and verbal skills.  Ability to use information technology (computer systems).  Ability to liaise with other professionals and other organisations both statutory and voluntary.  Able to work as part of a team.  Able to complete appropriate forms and correspondence (e.g. benefit claim forms, letters to other agencies etc.)  Initiative and decision-making skills.  Able to work alone and on own initiative.  Ability to keep good records and comply with administrative procedures. | Evidence of formal training in giving information, advice and guidance. |
| EDUCATION/  QUALIFICATIONS, TRAINING  (N.B. Full regard must be paid to overseas qualifications) | Good all-round education.  NVQ level 3 or equivalent in a related subject area.  Safeguarding Training.  Health & Safety Training.  Equality Training.  Commitment to further training and personal development. | Evidence of training in the following areas: -  NVQ level 3 Information, Advice and Guidance.  Support/Care Planning.  Budgeting and Finance.  Security Issues.  Basic Food & Hygiene.  First Aid.  Risk Assessment. |
|  | **ESSENTIAL** | **DESIRABLE** |
| OTHER | Able to respond to emergency situations at short notice. Able and willing to be flexible in working patterns and work on own initiative where necessary.  Willingness to continue training as part of an ongoing development programme.  Commitment to enabling people with learning difficulties to achieve their full potential. |  |
| ADDITIONAL REQUIREMENTS | Able and willing to work unsociable hours i.e. evenings, overnight sleeps, weekends, bank holidays as required.  Ability and willingness to travel to various sites as required.  Willingness to organise and take part in holidays and social activities with clients. | Ability to drive and own or have access to transport. |

September 2025