

# Job Description

## Support Worker

<b>Project</b>	Supported Housing Project	<b>Location</b>	Various
<b>Department</b>	Children and Young People Services	<b>Salary</b>	Pay Point 19 - 21
<b>Reports to</b>	Project Manager	<b>Direct Reports</b>	N/A

### About the Project

Our supported housing service works with young people from 16-21 years of age for up to two years. The young people will live in flats/shared accommodation and may present some complex needs and challenging behaviour; some young people may have problems with drugs, alcohol or they may have been in trouble with the police. Additionally, some young people may arrive at our projects with a complex history which can include self-harm, trauma, isolation, poverty, difficulty in forming relationships / trust.

### Primary purpose of the role

To provide support and assistance to young people between the ages of 16 – 21 to build confidence and help them to prepare to live independently in the community when they leave the project. You will deliver high-quality support services including the implementation, assessment, and development of support plans to ensure that they directly reflect the specific needs of the individual.

### Key accountabilities

Within the area of responsibility, this role is required to:

#### General Support and Administration

- Act as key worker for a number of young people in the project, provide emotional and practical support.
- Ensure that you listen to the needs and feelings of the young person to enable you to facilitate any necessary help that they need including interventions and signposting them to other support services to give them every opportunity to get the help that they need and deserve
- Assist the young people to cope with significant changes associated with adulthood, encourage them to make their own decisions and educate them on general life activities in terms of health, hygiene, finance, housing, etc.
- Working through support plans to ensure that the needs of the young people are met
- Review plans and goals to encourage the young person to live a life that they choose and reach their goals and work towards positive outcomes
- Carry out risk assessments to ensure that the young person is safe and has everything that they need
- Maintain accurate and up to date records including completing daily contact sheets, reporting on incidents, and maintaining the young person's files to ensure compliance with agency and regulatory requirements

#### Day-to-Day Household Activities

- Assist the young people to learn basic cooking skills including food hygiene, safe storage, and preparation of food to prepare them for life outside of the project
- Provide domestic cleaning assistance to young people to keep an acceptable standard of cleanliness in their living environment. Encourage the young people to take responsibility for cleaning and maintain a cleaning routine that they can continue to implement into their lives outside of the project

- Work as a team with other Support Workers to maintain tidiness, cleanliness and hygiene standards in all communal areas
- Help the young people with food and personal shopping, encouraging them to do this for themselves when they leave the project

#### Financial Assistance

- Provide assistance with budgeting by providing practical advice and guidance to encourage the young person to be able to manage their money effectively
- Support the young people to obtain any benefits and other financial and non-financial entitlements and assistance that they need.
- Work closely with external representatives such as Social Workers, Health Trust Workers, Housing Executives, and any other relevant persons to support the young person with anything that they need and ensure that they receive the best quality of care.
- Accompany the young people to any necessary appointments relating to the above

#### Education & Employment

- Collaborate with external organisations to support our young people throughout their education, whether that be school, college or other
- Work with employment providers to assist the young people who are of age to obtain suitable employment where possible
- Provide encouragement to the young people to maintain or further their education and/or employment to ensure that they get the best out of life when they leave the project
- Encourage and assist with time management skills to ensure that the young people are maintaining a good attendance and punctuality record

*The above list is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by the overall business objectives of the organisation*

### **Requirements**

#### **Essential**

- At least one year of demonstrable experience supporting groups and/or individuals
- Excellent communication, interpersonal skills, patience, and empathy
- Ability to adapt communication style based on the person
- Ability to form appropriate supportive relationships with service users, representatives, and the wider community
- Demonstrate resilience and use initiative to resolve issues and follow correct reporting procedures
- Demonstratable IT literacy including experience using Microsoft Office applications, email, and the internet

#### **Desirable**

- Experience working with and supporting young people/adolescents
- A full UK driving licence and access to your own vehicle

### **Terms and Conditions**

To work at BCM you must be willing to provide the following information:

- Enhanced AccessNI Disclosure
- Medical Questionnaire
- Proof of right to work in Northern Ireland

## About Belfast Central Mission

Founded in 1889, Belfast Central Mission works with people of all ages in communities throughout Northern Ireland. Through our wide range of social care projects, we can make a positive and lasting impact on individuals, helping them to create a great quality of life and future.

## Our Mission

To improve people's lives across Northern Ireland. To achieve this, we have set ourselves three goals based around Excellence, Growth, and Influence.

## Our Values

Belfast Central Mission strives to be an inclusive organisation that is open to all in the community and endeavours to ensure that the services provided, and interactions with Service Users is truly reflective of the charity's Core Values.

**Respect** – We will always respect the dignity and beliefs of individuals through listening, communication, and empowerment.

**Person-Centred Approach** – We are committed to empowering and assisting our service users to build and maintain a lifestyle that contributes to their goals, health, happiness, and future

**Excellence** – We go above and beyond – delivering an outstanding experience every time

**Integrity** – We represent BCM in an honest, ethical, and professional manner and support a culture of integrity and responsibility

