

House Support Worker

Job Description and Person Specification

Crossways Community is a growing Christian charity with a passion to see better mental health in our community. Crossways has a proven track record in providing residential care and support for adults with acute mental health issues, gives residents valuable life skills and work experience and promotes awareness of mental health issues within schools, churches and the local community. We run a successful café, “The Kitchen Table” on Camden Road and have recently launched “Flourish”, a community gardening project in the heart of Tunbridge Wells.

We would also welcome applications from anyone who wishes to work flexibly.

Job Purpose

As a CQC Registered Residential Home, we provide services and support to people who have, or are recovering from mental health issues. Our aims are to enable individuals we support to maximise their independence, to integrate into the community, and achieve a high quality of life. The House Support Worker will play an important role in the achievement of those aims.

Key Responsibilities

1. To assist in the planning, implementation and evaluation of residents’ individual programmes.
2. To assist people supported by the charity according to their needs.
3. To undertake or assist in the preparation of meals, shopping, cleaning, and laundry according to the needs of individuals we support at London Road.
4. To develop and participate in recreational activities within and outside the house.
5. To develop relationships with residents on a professional basis by providing them with practical, emotional, social support and by key working individuals.
6. To develop and maintain good relations with residents’ relatives, friends and others involved in their lives and their care.
7. To keep the House Manager or Deputy informed of any difficulties that may arise, whether or not they have been resolved. This includes areas such as Health and Safety, Safeguarding / Adult Protection and areas surrounding the principles of the Mental Capacity Act.
8. To participate in professional training sessions.
9. To adhere to operational policies and procedures that have been developed for the House, including health and safety standards.
10. To maintain the security and safety of the building at all times.
11. To undertake sleep-in duties as required (if agreed) and take charge of the House in the absence of the House Manager or Deputy when lone working on sleep ins.
12. Under the guidance of the House Manager or his Deputy, to assess, advise and support residents if, and when conflicts occur in their dealings with outside agencies.
13. Such other duties as commensurate with the post and level of responsibility in accordance with the operational policy.

Person Specification & Qualifications

- A positive attitude towards people who experience mental health difficulties and a willingness to work with them in their home are essential.
- NVQ2 / QCF Level 2 in Social Care or an equivalent qualification would be desirable though not essential, and the willingness to work towards NVQ3 / QCF Level 3 in Social Care are desirable.
- A full driving licence is required.
- The ability to create and maintain a supportive environment.
- An ability to initiate ideas and creative ways of working with people which enables them to make their own decisions about their own lives.
- Good Communication Skills.
- Willingness to complete the necessary mandatory courses, which are relevant to Health and Social Care as well as specific courses relating to Mental Health.
- Some I.T. skills and willingness to learn will be useful.

Main Terms & Conditions

- The full time Support Worker role is a 37.5 hour week on a shift basis according to the staffing needs of the House. These would include sleep-in duties in the House once or twice a week. There may on occasion be requests to standby or be “on call” for the House.
- For part time Support Worker roles, shifts can be agreed following consideration of house needs and prior discussion with candidates.
- Please note that zero hours workers will also be considered.
- FTE salary is £22,474
- The post offers 28 days paid annual leave initially (including bank holidays), increasing annually by 1 day to a maximum of 33 days (pro-rated for part-time contracts).
- Salaries are subject to annual review. Allowances will be paid for each sleep-in duty and for each on-call duty.
- Our organisation is committed to safeguarding and will always recruit all personnel in line with Government guidelines, relevant legislation, and any appropriate Regulatory Authorities' guidance and best practice (eg CQC regulations).