

## Linc Cymru – Job Description

Role Title	Support Worker AWS	Department & Location	
Reporting to	Manager		

### Linc Behaviours and Practices

- At Linc, we believe in creating the right environment for people to flourish. We are passionate, taking pride in everything we do and driven by a positive, infectious attitude. This fuels our desire to work together to create environments where people can flourish and a happier, healthier Wales.
- Our passion makes us ambitious. We are curious, embracing new ideas that will provide great experiences for our customers and colleagues and always looking to find ways to challenge 'the norm'.
- Our ambition is based on listening and being respectful. We value our customers and staff and listen to and learn from them; we never create change for the sake of it but use insight to help us respond to their needs.

### Role Purpose

- To deliver a high quality housing related support service within our housing communities.
- Ensure that individuals feel more able and better equipped to manage a home and live in a community as a result of receiving support.

### Person Requirements

#### Key responsibilities and accountabilities:

##### Organisation-wide:

- Comply with Linc's policies and procedures.
- Comply with Linc's Health & Safety policy and procedure at all times.
- Participate in staff meetings and staff training where applicable.
- Continue professional development through attending and contributing to internal/external training and development, meetings and supervisions.
- Represent Linc in a professional and positive manner at all times and in all communications with tenants, visitors and staff.
- Maintain confidentiality regarding all issues and information relating to tenants and Linc.
- Any other duties that the post holder may reasonably be expected to perform.

##### Functional:

- Provide tenants with support, advocacy and information.
- Provide emotional and practical support to tenants.
- Help Tenants meet their support needs sensitively and appropriately to a high standard.
- Enable tenants to live as independently as possible.
- Carry out Support Planning/Risk Assessments/Needs Assessments on an ongoing basis.
- Help tenants to identify and choose their support needs.
- Support tenants to actively contribute to the running of their own home.
- Participate in working (as required) over 7 days, including occasional evening and weekend work.
- Support tenants to report any maintenance and repair issues.
- Work closely with the Service Managers to provide a cohesive older persons service.
- Create opportunities for social and leisure activities with tenants.
- Participate in an annual appraisal.
- Participate in regular supervision to: receive support, increase knowledge, identify training needs, evaluate work performance and assess professional development.
- Maintain and protect the confidentiality of tenants, employees and Linc as a whole.
- Promote equality of opportunity and a respect for diversity.
- Adhere to regulatory framework as required by internal and external audit

**Leadership:**

- Ability to work unsupervised and on own initiative.

**Communication:**

- Excellent verbal and written communication skills.

**Knowledge/Qualifications:**

- Proven experience in a supported housing or housing management setting.
- Experience of working with vulnerable groups.
- Experience of working with social care and support services.
- An awareness of the issues facing Older People or other vulnerable groups.
- Understanding and experience of equality and diversity in service delivery.
- Good IT skills - particularly Microsoft Word, Outlook and Excel.
- Good organisation skills.
- Understanding of modern health and social care issues.
- Ability to work as part of a team and be flexible to work across all Linc Care services as required.
- Full Driving Licence with access to a vehicle and business class insurance.
- This post requires an Enhanced DBS check.

**Equality**

Linc Cymru is committed to encouraging diversity amongst our workforce and eliminating discrimination. We aim to ensure fairness and have a commitment that no employee, worker or client will be discriminated against on grounds of their gender, disability, race, age, sexual orientation, religion or belief (protected characteristics). Recruitment, training

and promotion will be based on aptitude and ability and all employees will be encouraged to develop their full potential.

We are committed to providing equality for all, encouraging mutual respect, and promoting the benefits of diversity.

Responsibility rests with all staff for ensuring that there is no unlawful discrimination and the attitudes of staff are crucial to the success of equality and diversity within Linc.

In particular, all members of staff should:

- comply with Linc's Equality and Diversity Policy.
- not discriminate in their day to day activities or induce others to do so;
- not victimise, harass or intimidate other staff, clients or visitors who have, or are perceived to have one of the protected characteristics listed above.
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- inform their manager if they become aware of any discriminatory practice.

### **Health & Safety**

Linc Cymru operates in line with comprehensive Health and Safety policies and procedures, copies of which are available for all staff.

You must observe and comply with all safety rules and familiarise yourself with fire precautions when at any of Linc's premises. You must attend and/or complete mandatory health and safety and or fire training and drills, as and when required, in order to maintain the safety of yourself and others.

If an accident or injury occurs it should be reported in full as soon as possible using the appropriate method.

*Linc Cymru reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility*

Sign Job Holder..... Date .....

Signed Line Manager..... Date.....