**Text

Description automatically generatedExciting opportunity for a committed and versatile Support Worker**

At Care & Repair we aim to give the choice of living independently to everyone.

We are an award-winning home improvement agency, an independent registered society with charitable status covering the whole of the Leeds Metropolitan District area and beyond.

We have over thirty years’ experience in supporting home independence. Our staff help clients to make sure their homes suit their requirements now and into the future   
Our aim is to take the worry out of identifying and then making changes to your home whether major or minor and finding the support needed to remain living independently in it.

We are currently looking for an experienced, motivated, committed, and empathetic **Support Worker** who has demonstrable experience of delivering advice and practical support to the most vulnerable people in our city. This is a key role within our Homeplus programme with the successful candidate joining at a pivotal time as we continue to expand our services across Leeds and the surrounding area.

**Why work at Care & Repair?**

We have a positive impact on the lives of our clients, by identifying needs and then swiftly deliver adaptations to make their homes safer and lives easier, this makes our work both fulfilling and rewarding

Our continuous improvement culture recognises the impact and contribution of all our staff and encourages the team to make suggestions to improve what we do and how we do it.

Regular team building events and our staff forum demonstrates our commitment to delivering changes to the way we work from those who know best.

We operate flexi time and hybrid working which supports a healthy work life balance for all whilst still delivering on our promises to our clients. We offer a variety of training and development opportunities to all staff and actively encourage personal development

We have close partnerships with other third sector organisations across Leeds, sharing ideas and concepts and work together to make positive changes to the lives of our clients

**The Future**

Our Management Team and Board regularly review the long term viability and sustainability of Care & Repair with a robust strategic business plan in place to ensure we remain fit for purpose as an organisation and employer, and that our services are relevant to the needs of our funders, commissioners and clients.

The Support Worker role is key to the delivery of this strategy and will work closely with the Service Delivery Manager and the other Support Workers to deliver on the Homeplus objectives whilst identifying and implementing further improvements to this already successful programme.

We would love to hear from people who are passionate about helping others and who feel that they have the appropriate skills, experience, and the vision to make this role their own.

Please apply to Sharon Brooks via our website, <https://care-repair-leeds.org.uk> sending a current CV and a covering letter describing why you feel this is the role for you

**Job Description**

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| **Job Title:** | **Support Worker** |
| **Accountable to:** | **Service Delivery Manager** |
| **Location:** | **323 Roundhay Road, Leeds** |
| **Hours:** | **37- Flexi time and Hybrid Working ( after probationary period)** |
| **Salary:** | **Scale: £22,293-£26,168** |

**Job Purpose:**

To work as part of the Support Worker team delivering the Home Plus Leeds service, including discharge from hospital; providing advice, guidance and support for vulnerable occupiers seeking home based interventions to improve their health and wellbeing, enabling them to remain living in their own home independently for as long as possible. Heavy involvement with Hospital Discharge programmes, ensuring that clients return to a safe, warm and secure home and are supported to ensure that they remain safe and well following their return home from hospital. To provide outreach support by visiting people in their own homes and assessing for the range of services provided by Care & Repair. To work with a range of partners to identify and contact vulnerable people to assess their needs, identify solutions to support them, arrange for interventions to be put in place, and liaise with other appropriate agencies where necessary to resolve issues. To provide an excellent standard of customer service.

**Main Duties and Responsibilities**

1. To receive referrals through the Case Management system, allocated by the Customer Service Administrators, and undertake visits to carry out a holistic assessment of the needs of vulnerable people.
2. To liaise with referrers as necessary and undertake joint visits on occasion.
3. To assess and sensitively discuss the assistance that can be provided through the range of services and solutions provided by Care & Repair and arrange for the agreed interventions to be put in place.
4. To complete all necessary paperwork in respect of assessments, and ensure relevant checks are carried out to evidence eligibility criteria requirements are met.
5. To make referrals to other agencies for services to assist, with the consent of the customer, including, for example, welfare benefits checks, befriending services, care organisations, and facilitate links to local clubs and groups as required.
6. To assess for minor disability equipment, deliver the equipment to the clients’ home, and maintain the equipment stock levels from Leeds Community Equipment store.
7. To maintain detailed, accurate and up-to-date case notes on the Customer Relations Management (CRM) system.
8. To manage own case load of visits, assessments and resulting actions, reporting on progress as required, and achieving agreed targets as efficiently as possible.
9. To ensure all cases are closed on the CRM system where advice and information only is provided, and no work identified.
10. To identify financial support opportunities from charitable trusts and other funding sources to support individual clients.
11. To be involved in projects that facilitate access to the Home Plus service for individuals, families and carers, such as the Leeds Oak Alliance pilot Hub based in Leeds Teaching Hospitals Trust.
12. To build and maintain good working relationships with key organisations, Leeds City Council, Health and other relevant referral organisations and funders.
13. To maintain a professional relationship with contractors, customers and colleagues, ensuring that professional boundaries are maintained.
14. To liaise with contractors as necessary, ensuring that identified work is carried out to a high standard, and resolving any problems should they arise.
15. To carry out quality checks on completed works as instructed by the Service Delivery Manager.
16. To actively market and promote Care & Repair services, attending events and delivering talks and presentations, representing the organisation in a knowledgeable and professional manner at all times.
17. To write up case studies demonstrating the benefits of the services provided, to be used for a variety of audiences, including evidence for funding applications and publicity materials.
18. To identify opportunities to develop referral pathways with other agencies, particularly those from the health and social care sector, to widen the reach of service provision.
19. To be familiar with, and actively support the Service Delivery Manager, in the production of monitoring and evaluation information for commissioners and funders.

**Policies and Procedures**

1. Adhere to the requirements of the General Data Protection Regulations (GDPR) in respect of client confidentiality and disclosure of data, following information governance policies and procedures at all times.
2. Adhere to lone working procedures, recording location and time of home visits, and carrying out appropriate risk assessments before and during home visits.
3. Uphold and promote Care & Repairs’ Equal Opportunities Policy and ensure effective implementation in all aspects of service delivery and employment.
4. Adhere to all policies and procedures set out in Care & Repair Leeds Employee Handbook.

**General**

1. Demonstrate a personal commitment to the vision and values of the organisation, and actively promote a positive and respectful culture based on the values.
2. Identify own training and development needs in conjunction with the Service Delivery Manager.
3. Constructively take part in meetings, supervision, appraisal, and other events designed to improve communication and assist with your development and that of the post.
4. Take reasonable care of your own health, safety and welfare, and that of other people who may be affected by your actions or omissions, complying with Care & Repairs’ health and safety policy and procedures.
5. Undertake any other reasonable duties as required to affect the smooth running of the organisation.

**Person Specification**

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| **ESSENTIAL**  Skills/  knowledge/  abilities | * Proven experience of working within a casework and/or support worker role within a community setting * Experience of supporting people with a wide range of needs and from different backgrounds with a person-centred approach * Experience of identifying and building relationships with a range of public and voluntary sector groups and organisations and with people at different levels * Knowledge and appreciation of the needs of older people, disabled people, people with health conditions and people on low incomes * Ability to communicate sensitively and effectively with people from a wide range of backgrounds and cultures, demonstrating a positive customer focus * Ability to manage relationships at all levels and to sustain teamwork approaches * Ability to manage own time, work independently using own initiative, be flexible and work to deadlines * A good standard of accuracy and attention to detail * Proficient with Microsoft Office programmes, including Word, Excel, and Customer Relationship Management (CRM) databases * Ability to be a highly organised, a self-motivated person who can efficiently and effectively manage a wide variety of tasks and objectives * Willingness to undertake personal and professional development and training * Knowledge and understanding of the requirements under the General Data Protection Regulations in handling confidential information * Commitment to Care & Repair’s Equal Opportunities Policy * Possession of a full driving licence and use of a vehicle |
| **DESIRABLE** | * Experience of working with contractors * Experience of holding ‘better conversations’ to find out what is important to the person and what will make a difference to them * A working knowledge of the welfare benefits system * Ability to collate, analyse and report on data * Effective presentation skills * Ability to speak other languages |
| **WORKING CONDITIONS** | Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. Good mobility will be required e.g.   * walking to access clients’ homes * climbing stairs in clients’ home to carry out assessment * kneeling/crouching and manual dexterity to fit equipment e.g. raised toilet seat, bath board * lifting and carrying equipment e.g. raised toilet seat, toilet frame   May be required to work occasional evenings on a rota basis to staff the Leeds Oak Alliance Hub based in St James Hospital. |

**This post is subject to an Enhanced DBS check**