



Affordable homes.  
Exceptional care.

## Job Description

**POST:**  
Senior Housing Care Worker

**LOCATION:**  
Development Based

**Reports To:** Housing with Care Manager

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### PURPOSE OF JOB

The post holder is under the guidance of the Housing Care Manager responsible for the delivery of care and support services that will enable tenants to obtain maximum benefit whilst enhancing the quality of their lives.

### MAIN DUTIES & ACTIVITIES

To assist the Housing Care Manager in delivering appropriate services to the tenants to maintain their care and well-being in a supported housing environment.

Provide sensitive, efficient support and care service in line with Trust policies and procedures.

To ensure the implementation of the aims and objectives of the development, with particular emphasis on assisting both tenants and staff.

To maintain the highest standards of support and care for tenants.

To ensure tenants can maximise their independence, choice and individual rights.

As directed liaise with other agencies, the community, social work departments and primary health care services.

Where appropriate or directed, to provide supervision and support to development staff and to assist where relevant in staff training programmes.

Tenancy Issues and Relationships

To encourage communication and interaction between tenants, their carers or representatives and staff.



To offer help and guidance as appropriate to individual tenants and to implement the named worker system of support and care.

To share responsibility for the preparation, implementation and review of individual care plans, in consultation with the Housing Care Manager and professional colleagues.

To produce and present reports at review and case discussions.

To assist in delivering the efficient operation of the development. This will involve carrying out tasks relating to the protection and security of the building, ensuring communal areas are kept clean and tidy, and reporting maintenance problems to the Housing Care Manager.

Testing equipment as necessary, including the call systems.

Participating in the allocations process and arranging accompanied viewings.

Promoting Housing with Care in the development and wider community.

To implement individual tenants support and care plans and contribute to ongoing monitoring and review process.

To ensure at all times that support and care practice is non-discriminatory and that residents' personal beliefs and preferences are appropriately acknowledged.

To be aware of and responsive to the needs of older people with mental health problems, e.g. dementia.

To provide direct personal care as identified in the individual care plans.

To be willing to provide cover for staff absences.

Participate in staff meetings/briefings.

To undertake training and personal development and supervision.

To be aware of and implement the range of Health and Safety Regulations. This may involve developing working practices and procedures which ensure compliance with the regulations, but which do not undermine the tenant's desire to be involved in a full range of activities of daily living.

To work on a rota basis, involving weekends, late and early shifts and when requested sleepover duties.



## EQUALITY, DIVERSITY AND INCLUSION (EDI)

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.



## PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Ability to work with the older client group and understand their needs	✓	
Proven supervisory experience in a similar setting	✓	
Effective communication skills to be able to liaise and negotiate with internal/external colleagues and tenants.	✓	
Previous experience in a care related service	✓	
Excellent written and verbal communication skills; basic numeracy skills.	✓	
The ability to use a computer in a windows environment, in particular Microsoft outlook, word and excel.	✓	
Ability to deal with challenges in a calm and efficient manner	✓	
Education, Qualifications, Training & Development	Essential	Desirable
SVQ level 3 or the commitment to achieve this within a dedicated timescale	✓	
Willingness to undertake appropriate training for the post	✓	
Experience in the administration of medication, safer people handling, and any other training relevant to the post.	✓	
Other factors and attributes	Essential	Desirable
Satisfactory references and PVG Application	✓	
Experience of and empathy with issues affecting older people, customers in general.	✓	
A highly flexible approach and willingness to contribute to the success of the development.	✓	
Able to demonstrate a clear understanding, personal commitment and positive approach to the values and vision of the Association to deliver an effective and valued service to our customers.	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Signed \_\_\_\_\_

Dated \_\_\_\_\_

Print Name \_\_\_\_\_

