



Bristol Reach

Supported Living Services

Job Description and Person Specification

Keyworker

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Job Description

Bristol Reach currently operate two shared houses for up to three tenants in Bristol, one in Kingswood and the other in Bedminster. We also offer outreach support in peoples own homes.

The primary function of this role is to coordinate and deliver meaningful support and activities for our service users. A key focus is to engage individuals with their peers and the local community, helping to tackle social exclusion and loneliness, and to support the service users in maximising their independence through skill building and support to access volunteering, training and employment opportunities.

Our leadership and employees are expected to carry out all aspects of the role according to the mission, beliefs and values of Bristol Reach.

Bristol Reach is committed to safeguarding and promoting the welfare of adults at risk and we are looking to recruit people who share these values.

Main Duties and Responsibilities

Support to existing tenants and possible new tenants

- To have a positive and person-centred approach to working with service users, ensuring choice and control and acting as an advocate for them.
- To encourage the tenants to be involved in day-to-day and long-term decision-making.
- To offer the suitable level of support to tenants enabling them to build confidence, self-esteem and fulfilment.
- To support and encourage tenants with a range of needs to develop their independent living skills; particularly around domestic activities such as cleaning, shopping, laundry and cooking.
- To support the tenants in managing health needs and to access appropriate health services.
- To support the tenants with any aspect of physical support or personal care, in line with their guidelines and in a respectful way that ensures their dignity.
- To adhere to safeguarding procedures and to remain vigilant for signs of abuse, taking immediate action and reporting all issues of concern with the line manager.
- To encourage and enable tenants to use community facilities to develop leisure and social activities and be active participants in the community
- To work with the tenants in such a way that takes account of their individual, cultural and spiritual preferences.
- To support the tenants to pay their rent and claim their rightful benefits.
- To liaise with Care Managers, families/carers, advocates, DWP and other professionals and external parties where appropriate.
- To facilitate and attend house meetings as required.
- To support new tenants during the moving in process.
- To respond to requests/needs of existing tenants to move on to different accommodation.
- To liaise with Housing Associations, the local Authority etc. about move on accommodation and possible support needs.
- To support tenants moving on and continue to offer a degree of support for a pre-negotiated period of time.

- To provide and participate in a wide range of social activities, including holidays.
- To act as a keyworker to individual service users.
- To support service users in the organisation of their regular Person-Centred Planning meetings. Participate in and prepare reports for these meetings.
- To participate in the implementation of agreed individual plans, this may include structured teaching of skills.
- To plan and work as a team with other staff members.
- To keep records and reports in the appropriate files, using IT systems such as Microsoft Office 365 and Bristol Reach's internal data systems.

Finance, Administration and Management

- Be the primary point of contact for a single service user or group of service users; maintaining communication with external professionals, family members and other relevant parties.
- To liaise and work with the Housing Association who own the property regarding maintenance issues, etc.
- To assist with management of the budget for the project, and ensure that expenditure does not exceed the budgeted levels.
- To support in administration of the petty cash system and the rent recording for the project.
- To support tenants in the interviewing and recruitment of new Key Workers for the house.
- To engage in service user reviews and team meetings
- To assist with new staff members' training/shadowing and induction
- Be willing to provide any support required to meet the identified needs of service users
- To take responsibility for the completion of your tasks and to support your colleagues in doing the same

General responsibilities

- Adhere to all Bristol Reach policies and procedures and to the requirements of funding organisations
- Comply with Bristol Reach's Data Protection Policy, IT Policy and other guidance around Data Protection
- Understand and adhere to our safeguarding policies and procedures. Attend relevant training and keep up to date with safeguarding, which Bristol Reach takes very seriously
- Adhere to Bristol Reach Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of service users and family carers and according to Bristol Reach's mission, beliefs and values
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole

- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects
- Attend the annual AGM, events and staff away days as required (Time off in lieu will be given for activities outside of normal working hours)
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

The job description may be reviewed from time to time as the needs of the service change.

Person Specification

Skill Type	Description	Essential/ Desirable
Physical Requirements / Knowledge and Understanding	Available to work a variety of shifts throughout the week	E
	Able to travel on your own and with service users to a variety of locations around Bristol	E
	Physically fit and able to offer physical support to tenants	E
	Good general education	E
	Awareness and understanding of issues affecting people with disabilities and mental health problems	E
	Understanding of health and safety, legal and policy issues as they affect tenants in order to manage the house safely	E
	Understanding of personalisation and self-directed support and principles behind this	E
	Knowledge of legislation, current and forthcoming issues relating to housing services for people with learning disabilities and mental health problems	D
	At least two years' experience of providing support to vulnerable people	D
	Experience of working with people with learning disabilities and mental health problems, including people with high support needs	E
	Experience of working with people from varied social and cultural backgrounds	D
Skills and Abilities	Excellent interpersonal skills including communication with tenants, families and colleagues, as well as the ability to liaise with external agencies and professionals.	E
	Ability to form professional and constructive relationships with people with learning disabilities and mental health problems, significant people in their lives, colleagues and others outside the organisation	E
	Sufficient written communication skills to be able to maintain records and write reports	E
	Sufficient numeracy skills and ability to manage a budget	E
	Able to work in and contribute to a team	E
	Able to work unsupervised and on own initiative	E
	Ability to organise own workload effectively and to agree assignation of tasks with others	E
	Able to plan support and activities	E
	IT proficient, with the ability to use a range of computer software (Predominantly Microsoft Office)	E
	Good organisational and administrative skills required for day-to-day management of the project	E
	Ability to identify stressors and take action to manage stress	E
Other	Commitment to the principals of empowerment and involvement of people with learning disabilities and mental health problems in activities and in the community in which they live	E

	Understanding of, and sensitivity to the discrimination experienced by members of minority ethnic groups, women and people with learning disabilities / mental health problems	E
	Understanding of Data Protection and ability to handle confidential and sensitive information appropriately	E