



Job Title:	Support Worker	Job Category:	Care and Support
Department/Group:	Client Service	Job Code/Req:	CS/SWE3
Location:	E3	Travel Required:	Travel Required
Level/Salary Range:	£30,784.00	Position Type:	40 Hours Per Week
Reports To:	Contract Manager	Date Posted:	
Responsible For:	Volunteers	Posting Expires:	
Applications Accepted By:			
EMAIL: PRHA@Recruitment.Net Subject Line: Support Worker E3		MAIL: Providence Row Housing Association 15a Kelsey Street, London E2 6HD	
Benefits:			
<ul style="list-style-type: none"> • Pension Scheme – We offer a group stakeholder pension scheme with 3% employer's contribution, employee contribution is 5% • Holidays – Full Time Employees annual leave starts at 22 days (dependent on role) plus bank holidays rising with long service • Medical – we provide a "Cash Back" Scheme for a range of services such as dental, physio, chiropody, health & wellbeing • Training Programmes – We provide comprehensive training to our employees to enable them to grow in their career and achieve their professional aspirations • Season Ticket Loans – We offer interest-free season ticket loans after successful probation • Life Assurance - Upon death whilst in service, a Death in Service payment may be made according to the scheme rules. The payment covers 3 times of the employee's annual salary 			
Diversity Statement:			
<p>At Providence Row Housing Association, we hold a clear belief of inclusion in all dimensions with residents and workers: LGBTQ+, ethnicity, gender, generations, and disabilities. We welcome and celebrate all individual differences, and embark on our journey to serve our community, together.</p>			

About Providence Row:

Providence Row was founded in 1860, and provides and manages c.500 social homes across Tower Hamlets, Hackney and the City of London. We are committed to our East London roots, helping cases of residents suffering from a variety of trauma. Holding a satisfaction level of 92% in 2022 and working alongside Grounded Eco-therapy for recovery of people and places, we pride ourselves on our support and branching out to many avenues of assistance.

Job description:

As a Support Worker working at Heather Lodge, you will be delivering support services to residents with mental health support needs which meets PRHA service standards, aims, objectives and performance targets. You will be working to directly influence the lives of residents, guiding them towards a path of empowerment and independence with sometimes challenging or vulnerable situations.

Your responsibilities:

- Engage with residents, providing a safe environment and directing initiative, even with situations involving challenging behaviour.
- Contribute towards the recovery hub, embedding the Rethink Recovery toolkit provided to you for mental health, alcohol, and drug misuse.
- Attend training and meetings as requested.
- Implement equal opportunities in daily work, ensuring diversity and cultural needs are respected, and discrimination or harassment is challenged.
- Assist in carrying out initial assessments.
- Create peer groups and practical activities to develop life skills.
- Take part in the management of money and safeguarding as required.
- Ensure residents are managing medication, whilst adhering to PRHA's Medication policy.
- Ensure Care Programme Approaches, multi-agency risk management plans and monitoring practices are in place and updated.
- Contribute towards meetings, training, away days, service improvements, and reciprocity rather than dependency for residents.

- Develop links and communicate with internal and external partners including statutory and voluntary organisations with a particular focus on mental health support for our residents.
- To anticipate, respond, report and record incidents.
- Carry out other duties as required.

Your background:

- Experience working with vulnerable and challenging people, knowing effects and treatment options following Care Programme Approaches (CPA).
- Knowledge of computer applications and other industry-specific software.
- Understanding medication needs and recovery models.
- Excellent written and verbal communication skills including conflict resolution skills.
- Understanding relevant workplace legislation and associated duties.
- Strong passion for cooperation and customer service.
- Knowledge and commitment to self-empowerment, equalities, diversity, and service improvement.
- Ability to work within a rota system, leading shifts when necessary.

Need more information?

Visit our website <https://prha.net/> for more information.