



JOB DESCRIPTION – Social & Housing Support Worker

As a Social and Housing support worker, you will support adults and older people with social, well-being or household activities within their own homes or local community.

Main Responsibilities

To visit clients at times scheduled by the management team. To assist clients with activities of daily living as per their assessment and support plan completed by the office team.

Principles duties may include, but are not limited to, the following:

Duties are varied and personalised to the client's needs such as:

- To support the client to deal with paperwork and documentation, filing and general administration assistance.
- To work with clients who require rehabilitation to build their confidence and mobility, enabling the client to integrate back into their community.
- To support the client to develop, establish and maintain personal relationships and social networks.
- To take clients out to places of interest including shops, cafes, galleries etc.
- To provide stimulating company by chatting, reminiscing, reading, playing boardgames/puzzles etc.
- Support clients to engage in their current or past hobbies.
- Support clients to engage in crafts and leisure activities.
- Assist and support the client with shopping and domestic duties.
- Assist and support clients with mobility and transfers.
- Monitoring progress and recording notes on daily record sheets and medication records relating to each visit.
- To carry out duties as the management team reasonably stipulate.

The member of staff would be expected to:

- Read and follow the Support Plan within the Care Folder for each individual client.
- Recognise and support the individual needs of the client.
- Manage all aspects of social, well-being or household activities.
- Preserve the client's independence, dignity, and respect.
- Report any changes/issues concerning the client to the office team.
- To report any areas of risk, or concerns not previously identified, to the management team.
- Maintain confidentiality and data protection for each client.



DDL Care Services

- Work in accordance with your job description/contract of employment, Scottish Social Services Codes of Practice, and the Health & Social Care Standards – My support, my life.
- Follow DDL Care Services policies and guidelines.

Essential Skills & Attitude:

- Good verbal and written communication skills.
- Ability to empathize and actively listen in a sensitive manner.
- Responsive to the needs of others.
- To be caring, sensitive and compassionate in nature.
- To be Honest, dependable, and reliable
- Flexible and adaptable in your approach to work
- Ability to work autonomously and productively as part of a team.

Desirable Skills:

- Experience of providing support to adults and older people living in their own homes and within the community
- Ability to liaise with outside agencies and other professionals.
- Working Knowledge of infection control/ food hygiene/manual handling/health & safety standards and practices etc.
- Current and clean driving license with access to a vehicle that is insured for business use.

SPECIAL CONDITIONS:

This post will result in you having substantial contact with vulnerable groups therefore requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including these which would normally be regarded as spent. You must complete the relevant section on the application form, your application will be returned if this section is incomplete. If successful in your application, you will be subject to a PVG (Protection of Vulnerable Groups) Disclosure check.