



JOB DESCRIPTION

JOB TITLE:	Community Support Worker
TEAM:	Equality Housing
REPORTS TO:	Equality Housing Manager or Deputy
LOCATION:	The London Borough of Barnet various locations

Community Support Workers give appropriate support to the needs of the individual clients within Equality Housing and the London Borough of Barnet to promote their independence and wellbeing. To ensure safeguarding is kept at the forefront of all the work we do.

Community Support Workers are in the first instance accountable to the Manager and Deputy of Equality Housing, and ultimately to the Board of Directors. Community Support Workers are responsible for having a good working knowledge of the Policies and Procedures of Barnet Mencap and Equality Housing and must always work within their guidelines.

KEY RESPONSIBILITIES

Safeguarding

- Actively safeguard clients and immediately report concerns to management.
- Promote good practice and team accountability regarding safeguarding in line with CQC regulations and guidance.

Administration

- Update and agree on reviews and assessments with clients.
- Maintain accurate, up-to-date records on individual clients.
- Handle benefit applications, rent payments, correspondence, and reports.
- Liaise with internal staff and external agencies as required.

Support to Clients

- Provide personal care to clients in accordance with their individual support plans, maintaining CQC standards.
- Promote and facilitate client involvement in Equality Housing and organisational development.
- Gather and consider client feedback to shape support.
- Assess and monitor individual needs; develop and implement tailored support and action plans.
- Encourage personal development, independence, and community participation.
- Maintain consistent contact with assigned clients and compile necessary reports.
- Provide cover during staff absences and participate in the out-of-hours support rota.

- Possess current knowledge of relevant benefits and services.

Meetings

- Attend and contribute to meetings; follow through on agreed action plans and keep accurate records.

Liaison & Working Relationships

- Foster constructive relationships with clients, colleagues, families, and professionals.
- Support clients in communicating with benefits offices, social workers, and other relevant bodies.
- Work in partnership with other agencies (e.g. social workers, psychologists) as directed.

Property Management

- Report repairs or defects in clients' homes to the Manager or Deputy Manager.

Financial Responsibility

- Manage allocated funds responsibly.
- Assist clients with financial management in line with their support plans; escalate concerns promptly.

Health & Safety

- Comply with health and safety policies and CQC standards.
- Ensure safety and welfare in shared houses and offices.
- Carry out health and safety tasks as directed.

Training

- Participate in ongoing training to enhance understanding of learning disabilities, autism, and modern support approaches, adhering to CQC guidance.

Supervision & Appraisal

- Perform other duties within the scope of the role as required, with flexibility to adapt to service needs.

Equal Opportunities

- Actively promote equal opportunities policies and anti-discriminatory practices.
- Recognise and respect the diverse backgrounds of clients and colleagues.

Service Promotion

- Uphold the organisation's values in service delivery, customer care, and quality standards.

Additional

- Perform other duties within the scope of the role as required, with flexibility to adapt to service needs.
- The duties and responsibilities of this post may change over a period of time. Only significant additional duties or responsibilities as required by the Chief Executive will render the post for re-evaluation.