

Job role information for workers in housing support services

This information will help people working in housing support services apply for the right Register part. The practices described below will vary depending on your job role, set by your employer. You should use it as a guide to help decide which Register part applies.

Managers in housing support services

Managers in housing support services are workers who hold responsibilities for the overall professional management of the direct provision, supervision and quality assurance of care and support provided in a housing support service.

A manager of a housing support service will likely:

- be registered with the Care Inspectorate as manager of the service
- hold overall responsibility for writing and reviewing the work setting policies and procedures
- be responsible for implementing staff development and performance development review systems
- be the first point of contact for complaint handling
- hold responsibility for the budget for the service and oversee the ordering and purchasing of resources for the service
- have overall responsibility for completing the quality assurance processes for the service, for example Care Inspectorate Annual Returns
- manage the multi-agency working arrangements
- have overall responsibility for health and safety within the service.

Examples of tasks likely to be involved include:

- implementing and monitoring behaviour policies, systems, procedures and practices within the service
- having overall responsibility for managing and developing workers within the service, for example through providing or managing the provision of supervision, performance reviews
- being responsible for managing continuous improvement in the provision of the service
- leading and managing provision of the service, for example implement systems, procedures and practice to support people who use the service; implement and review systems, procedures and practice to support this provision
- managing requests for the services you provide
- leading the service delivery planning process for your service, for example developing, agreeing, monitoring and reviewing service delivery plan
- leading practice to reduce and prevent the risk of danger, harm and abuse, for example lead shared evaluation of plans, systems and practices to help individuals manage, reduce and prevent the risk of danger, harm and abuse within the service
- developing joint working agreements and practices to deliver health and social care services / monitor and manage the quality of the provision of the service

- contributing to the development of organisational policy and practice
- ensuring compliance with legal, regulatory, ethical and social requirements
- actively engage in the safe selection and recruitment of workers and their retention in care services
- managing a dispersed workforce to meet the needs and preferences of individuals at home
- leading practice that promotes the rights, responsibilities, equality and diversity of individuals
- Taking responsibility for the continuing professional development of yourself and others in your service.

Supervisors in a housing support service

Supervisors in a housing support service are workers who hold responsibilities for providing and supervising the provision of care and/or support provided directly to a user of a housing support service.

A supervisor in a housing support service is likely to:

- promote effective communication within the service
- promote the health, safety and security of self and others you are responsible for within the service, for example monitoring and maintaining health, safety and security; promoting working practices that are safe, healthy and secure; minimising risks arising from emergencies
- develop your practice within the service setting, for example e.g. reflect on your own practice in the workplace and take action to enhance your practice by using opportunities for development
- promote the safeguarding of individuals, for example establish your own understanding about safeguarding and what you must do in cases of actual or potential harm or abuse.

A supervisor will likely undertake a range of practice tasks which will vary widely depending on the setting

These include:

- supporting individuals to plan, monitor and review the delivery of services
- supporting individuals to access and use services and facilities
- supporting individuals to develop and maintain social networks and relationships
- contributing to the support of individuals who have experienced harm or abuse
- promoting positive behaviour
- supporting individuals to live at home
- supporting individuals to retain, regain and develop skills to manage their daily living
- supporting individuals to manage their financial affairs
- supporting individuals to manage direct payments
- supporting individuals to access employment
- supporting individuals to access learning, training and development opportunities
- supporting individuals to access housing and accommodation services
- implementing development activities to meet individuals' goals preferences and needs
- supporting individuals to move into new living environments
- supporting individuals to represent their own wishes and needs at decision making events

- supporting individuals to access independent representation and advocacy
- working with families, carers and individuals during times of crisis
- supporting individuals to manage their own health and social wellbeing
- obtaining venous blood samples
- promoting the development of children and young people.

If you are a supervisor you will also undertake supervisory duties, for example:

- be responsible for the supervision of other workers, such as support workers, supervising their practice and monitoring compliance in relation to policies, procedures and best practice relevant to the assessment of risk, safe working practices and safeguarding.

Workers in a housing support service

A housing support worker is employed in providing care and/or support provided directly to someone who uses a housing support service.

A worker in a housing support service is likely to:

- always work under the direction/supervision of a more senior member of staff.

A worker is likely to undertake a range of practice tasks which will vary widely depending on the setting.

A few of the essential tasks that workers will undertake include:

- supporting effective communication in settings where individuals are cared for or supported
- keeping self and individuals safe and secure including carrying out health and safety checks before you begin work activities, ensuring your actions support health and safety, and taking action to deal with emergencies
- developing practice including reflecting on your current skills and knowledge in the workplace, taking opportunities to improve your practice and applying learning in the workplace
- supporting the safeguarding of individuals, for example clarify your own understanding about safeguarding and what you must do in cases of actual or potential harm or abuse.

Workers in a housing support service may undertake some specific practice. These include:

- contribute to the implementation of care or support plan activities
- support individuals to access information on services and facilities
- support individuals in their daily living
- support individuals to meet their domestic and personal needs
- support individuals to participate in recreational activities
- support individuals who are distressed
- maintain safety and security when accessing individuals' homes
- develop effective relationships with individuals
- contribute to the effectiveness of teams
- support individuals in the community.

More information

If you need more information about registration, please contact our registration team at: registration@sssc.uk.com or 0345 60 30 891.