

Residential Support Worker

JOB DESCRIPTION

Job Title	Recovery House Support Worker- Part Time
Reporting to	Residential Treatment Centre Manager
Location	Wolverhampton Residential Treatment Centre
Salary	£22,053.00 - £25,332.00
Hours	Shift pattern on a 14-hour working week including weekends and evenings

Our Values:

Passionate- We're committed, enthusiastic, caring and immensely proud of the difference we all make. Our mission shines through in every one.

Respectful- We value everyone, see the best in them and ensure everyone has a voice and is heard.

Open- We're transparent and do what we say we'll do. You can trust us and rely on us

United- We believe in collaboration over competition and freely share our knowledge and experience to help empower others.

Dynamic- We're bold trailblazers, who embrace and inspire change and actively seek out new or better ways of doing things.

JOB PURPOSE

To provide effective support to the established Gordon Moody Residential Rehabilitation Programme in a way that enables clients to overcome their addiction to gambling and move forward to recovery and independent living.

The Programme provides structured support, to females aged over 18 years with severe gambling history, through a six-week residential stay.

KEY RESPONSIBILITIES

1. Lead the induction of new residents through the provision of key information, ensuring initial needs and concerns are identified and met, and helping them to settle in. It also includes preparation of their room, safe storage of personal items and property checks.
2. To lead on housing benefits applications – supporting residents to complete and submit, monitoring and updating records regards to progress, and liaising with the local benefits office.

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3. To assist and ensure residents are registered with local facilities such as GPs, and housing and welfare benefits departments, and accompany them to appointments as appropriate.
4. To liaise with a range of health, justice, and social care agencies to support residents' needs and recovery, including other gambling treatment providers.
5. To assist and provide advocacy for residents with communication issues where appropriate.
6. To address problems arising within the house on an individual basis or within house meetings.
7. To support residents to develop their living skills e.g., budgeting, shopping, cooking, and cleaning, including through groups/workshops/one-to-one as per Programme plans.
8. To support residents to plan for indoor and outdoor recreational and recovery-based activities.
9. To support residents to meet their wider health and social care needs, both whilst in treatment and on exit to the community, in line with their support plans and liaison with the therapists.
10. To support the service to ensure rent payments are made and arrears are managed.
11. To undertake monthly Health & Safety checks of communal areas, staff areas and residents' rooms. To report back and arrange repairs to the Centre Manager
12. To support the therapists in the delivery of the Programme, such as through co-facilitating or covering group sessions
13. To support the development of the Programme through evaluation, continuous improvement, and development projects as necessary
14. To proactively support the work of the organisation with external stakeholders
15. To partake in learning and development opportunities, for personal development and to maintain up-to-date knowledge within the field.
16. To uphold and demonstrate the organisation's core values at all times.
17. To carry out required administration functions, including correspondence, monitoring, data capture and updating the electronic case management database, ensuring quality record keeping at all times.
18. To partake in available support structures, including managerial supervision, team meetings, clinical meetings, and handovers.

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PERSON SPECIFICATION

Essential	Desirable
Level 3 NVQ Advice and Guidance or equivalent	Experience working in a structured health and social care environment (hostel, residential, care home or similar)
Organisation skills, including support planning with vulnerable groups.	Knowledge and experience of the benefits system and working with benefits agencies.
Communication skills, including both written and verbal reporting.	Training in therapeutic approaches (e.g., Motivational Interviewing)
Understanding of risk, incident, and safeguarding processes	Direct work with vulnerable people and/or relevant groups (gambling, drugs & alcohol)
Negotiation, advocacy, advice, and signposting skills	Experience in facilitating group work with vulnerable groups.
Ability to establish working relationships with partner agencies.	
Ability to handle crises and work flexibly to meet needs.	
Ability to work independently, as part of a team and as part of a wider organisation	

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Company Benefits:

- Enhanced holidays package
- Paycare Scheme
- BetterSpace Membership
- Able Futures Partnership
- Increased Company Pension contribution
- Strong CPD and Development Opportunities
- Supportive working environment
- Career Progression
- Family Friendly Policies
- Company Events