

Almshouse Support Worker

The Almshouse Support Worker plays a key role in supporting residents to live independently within The Greatham Foundation's Almshouse communities.

Working alongside the Almshouse Lead, the postholder will provide practical and wellbeing support to residents, helping them access appropriate services, maintain their independence and participate in community life.

The role requires an understanding of the needs of older people, including those living with dementia, and a commitment to delivering person-centred support that promotes wellbeing, independence and quality of life.

Location:	Working across all Almshouse properties (including The Brother House, Greatham; Trinity Gardens, Stockton; Fox Almshouse, Norton; The Heathers, Hartlepool and any other Almshouse properties as required)
Hours:	22.5 hours per week over three days. Requirement in the future to work weekends
Responsible to:	Almshouse Lead
Salary:	£12.98 per hour
Key requirements:	A full UK driving licence and access to a suitably insured vehicle is essential, as regular travel between Almshouse locations is required

Key Responsibilities

Resident Support and Wellbeing

- Build positive, professional relationships with residents, promoting dignity, choice and independence
- Support residents to access appropriate health, social care and community services through information, advice and signposting
- Recognise changes in residents' wellbeing and report concerns promptly to the Almshouse Lead
- Support the delivery of an engaging programme of activities across all Almshouse locations for residents who wish to participate, encouraging residents to take an active role in managing activities where appropriate
- Promote the effective use of communal facilities to reduce loneliness and strengthen community connections
- Demonstrate an awareness and experience of supporting people living with dementia, to live a full and independent life.

Support Planning

- Complete assessments of residents' support needs
- Develop and maintain person-centred support plans in consultation with residents, using the electronic care planning system
- Carry out annual reviews, or earlier where residents' circumstances change
- Maintain accurate, confidential and up-to-date records in accordance with charity policies and data protection requirements
- To deliver support services in line with the requirements of any Supporting People contracts in place
- Undertake exit interviews with residents where appropriate to support continuous service improvement

Almshouse Operations

- Support the smooth day-to-day running of all Almshouse sites
- Carry out regular compliance checks including fire safety, legionella monitoring and other health and safety inspections
- Assist in maintaining clean, safe and welcoming environments
- Supervise on-site cleaning staff where required
- Liaise with the Property Team and external contractors regarding repairs, maintenance and environmental issues.

Almshouse Allocations

- Support the Almshouse allocation process and make recommendations to the Head of Care regarding allocations, including:
 - identify and monitor property vacancies
 - Support the allocation and reallocation process
 - Assist prospective residents through the application and assessment process
 - Welcome and induct new residents, ensuring they understand licence agreements, policies and community expectations
 - Liaise with Estate Office staff regarding licences, financial arrangements and occupancy documentation
 - Promote The Greatham Foundation as a high-quality Almshouse provider

Partnership Working

- Develop effective working relationships with colleagues across The Greatham Foundation
- Liaise with statutory agencies, health professionals, local authorities and voluntary organisations to support residents

Governance and Compliance

- Contribute to monitoring service performance and Key Performance Indicators (KPIs)
- Carry out risk assessments and contribute to the management of identified risks

- Handle petty cash or small amounts of money in accordance with financial procedures where required
- Ensure compliance with organisational policies, including: Health and Safety; Safeguarding; Data Protection (UK GDPR); Equality, Diversity and Inclusion and Confidentiality
- Participate in supervision, appraisal and mandatory training
- Attend team meetings and other organisational meetings as required

General Responsibilities

- Uphold the values and reputation of The Greatham Foundation
- Demonstrate professionalism, compassion and respect in all interactions
- Work flexibly across all Almshouse locations
- Maintain the highest standards of confidentiality
- Take responsibility for their own learning and continuous professional development
- Undertake any other duties reasonably requested that are consistent with the level and nature of the post.

Almshouse Support Worker

Factor	Essential	Desirable
Qualifications	Good standard of education (GCSEs or equivalent including English and Maths)	Qualification in Health & Social Care, Housing, Community Work or related subject
Experience	At least three years' experience of supporting older people or vulnerable adults Experience of building positive working relationships with residents and their families, staff and other health and social care professionals Experience maintaining accurate records and documentation	Experience working within Almshouses, housing support or social care Experience supporting people living with dementia Experience using electronic care planning or case management systems Knowledge of housing management and Almshouse provision Understanding of welfare benefits and local support services
Knowledge/ Skills/Abilities	Excellent interpersonal and communication skills Able to build trusting relationships with residents Good organisational and time management skills Able to work independently and manage competing priorities Competent IT skills including Microsoft Office and electronic record systems Able to identify problems and respond appropriately Ability to work undirected and unsupervised	
Other (eg attitude, interests etc.)	Enhanced Disclosure from the Disclosure and Barring Service Full clean driving license and access to a car (business insurance essential)	

	Willingness to travel regularly between Almshouse locations Caring, compassionate and approachable Reliable, professional and adaptable Committed to promoting dignity, independence and inclusion Able to maintain confidentiality and professional boundaries Positive team player with a flexible approach to work	
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