

Post: Support Worker

Accountable to: Team Manager

“Our Mission is to provide high quality support to people with learning disabilities and mental health needs who have the most complex needs and require the patience, expertise in listening and understanding of a staff team who see the person at the centre of all they do”.

Job Role:

To provide high quality person centred support that enables the person to develop to the best of their ability, to enable access to the community and to listen and understand the person's needs.

Duties:

People Supported:

1. Develop and sustain warm and trusting relationships with service users.
2. To support the person to reach and maintain independence in their lives. To provide personal care if needed, this includes supporting the person bathing, washing, shaving, drinking, eating and attending to toilet needs.
3. To provide emotional support, help the person to problem solve and find solutions.
4. To support the person to prepare meals, ensuring the promotion of a healthy balanced diet. Prepare meals when required following food hygiene guidance and promoting a healthy balanced diet.
5. To help the person during difficult times, when they may become upset, verbally abuse or attempt to hurt those around them.
6. To listen and get to know the person, supporting them to do the things they like to do.

7. To provide opportunities for development of new skills and promote new experiences.
8. To support the person to access the community and participate as the person wishes.
9. To support the person to access health services, assisting with assessment and updating health action plans.
10. To promote and support the person to maintain relationships with family and friends, opening opportunities.
11. To follow support plans and play an active role to help the person understand their plan and involve the person to evaluate the plan.
12. To work as part of the staff team and with the person, seeking to reduce restrictions in the person's life where required / appropriate.
13. To maintain good record keeping as necessary to support people effectively.
14. To ensure confidentiality is maintained at all times.
15. To contribute to a person's reviews, writing progress reports and attending meetings.
16. To promote safety when supporting the person. To recognise if the person's physical or mental health deteriorates and take appropriate action in line with first aid or mental health first aid.
17. To escalate any concern in relation to the person without delay. This may include immediate danger or other concern.
18. To act without delay any concern of abuse to line management of using the whistleblowing procedure.

Staff Team

1. To ensure good open communication with colleagues to promote good team work at all times, despite differences of opinion and personalities.
2. To challenge colleagues around practice that falls short of what is expected in a high quality organisation.

3. To be open to challenge from colleagues and practice good self-awareness.
4. To attend training, development and team meetings, which may be additional to contracted hours.
5. To practice mindfulness and to strive to be the best you can be.
6. To promote and work within the organisation's values, to challenge when these are not met.

Finances and Administration

1. Keep full records of all income and expenditure.
2. Fully comply with the financial and administrative procedures of the organisation.
3. Use the computer and relevant software for email and other office applications.

Management and Organisation

1. To work within all of the organisations policies and procedures.
2. To be open to and participate in continuous improvement within the service.
3. To take responsibility of the running of an aspect of the home, reporting back in staff meetings.
4. Promote positive relationships with those closest to people supported, and all others helping to support them.

Self-Development

1. Maintain a constant desire to learn and develop.
2. Attend and participate in all training and development as identified to develop one's own skills and abilities.

Person Specification

	Person Specification	Essential	Desirable	Evidenced by Application Interview Certificate Presentation
A	Qualifications			
	✦ Numeracy & Literacy Level 2	x		C
	✦ Certificate in Care or willingness to achieve	x		C
	✦ NVQ level 2 or 3 or willingness to work toward	x		C A
B	Experience			
	✦ Previous experience working with people with learning disabilities		x	A
C	Knowledge, Skills & Understanding			
	✦ Ability to listen and understand	x		A I
	✦ Ability to work as part of a team	x		A I
	✦ Ability to communicate with those who have difficulty communicating.	x		A I
	✦ Understand about people having individual needs.	x		A I
	✦ Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	x		A I
D	Personal Attributes			
	✦ Good Organisation Skills	x		A I
	✦ Demonstrate innovation and creativity	x		A I
	✦ Have a good Self Awareness and are able to accept feedback from service users, colleagues and managers	x		A I
	✦ Enjoy a range of hobbies and interests	x		A I
	✦ Positive outlook on life	x		A I
	✦ A non-judgemental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	x		A I
	✦ Ability to work in a calm, patient and tolerant manner at a pace appropriate to the individual	x		A I
	✦ Able to work shifts covering 24 hours 7 days a week 365 days of the year	x		A I
	✦ Able to go on holiday with service users		x	A I

E	Physical Ability			
	✦ Able to push a wheelchair outside, use of hoist	x		l
	✦ Walking long distances (min 2 mile)	x		l
	✦ Able to swim		x	l
	✦ Able to complete the physical intervention training	x		l
	✦ Ability to manage own transport	x		
F				
	✦ Full COVID19 vaccine is an essential requirement for this post	x		

It is essential that successful candidates have either already received a vaccination against Covid-19 or are willing to be vaccinated on taking up the post.