

Job Title: Support Worker

POSCODE: CCC1043, CCC1443 and CCC2328

Grade: Scale 3

Overall purpose of the job

To enable adults with a disability to live as independently as possible and to enjoy lifestyles as close to those enjoyed by other members of the community. To support and empower adults with a learning disability, or Older People, to enhance the quality of their life, maximise potential and to continue to promote and develop independence skills within their home, day opportunity setting, supported living unit, the community or whilst accessing respite.

To provide practical support, training, and encouragement so that service users can build on their own skills and abilities whilst respecting their individual needs and choices.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

| Main accountabilities | |
|------------------------------|---|
| 1. | <p>Support service users to live as independently as possible in accordance with individual care plans, health action plans and person-centred plans.</p> <p>To assist service users to participate in community-based activity, or within a day centre, as a group or individual ensuring that opportunities for independence are developed or maintained. Create positive interpersonal relationships with service users providing support with problem solving and promoting self-reliance.</p> <p>Develop and maintain knowledge of individual care needs to be able to understand what triggers challenging behaviour. Adhere to guidance developed for that individual to ensure a consistent approach to individuals who significantly challenge the service of those who work with them, whilst at home, in the community or within a day centre.</p> |
| 2. | <p>Work to counter discrimination in the lives of people using the service both in and out of the community during interaction with mainstream facilities, by challenging opinions and stereotype and being positive about disability rights.</p> <p>Recognise the imbalance of power that can occur when people have limited ability to communicate and re-addressing it to empower the service user to take control and make choices.</p> |
| 3. | <p>To provide support, advice and help service users with all aspects of their personal care, as needed. Empower service users to take control of their own lives within the normal boundaries of independence and citizenship.</p> |
| 4. | <p>To provide support, advice and help service users to manage their health care needs (e.g., monitoring change or administering medication) and to support service users in accessing mainstream health services, within accommodation services, to promote a healthy lifestyle according to individual need. Undertake appropriate designated specialist tasks as required.</p> |

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| 5. | <p>Provide appropriate support to service users to enable them to manage the activities of daily living, this may include teaching skills or support to employ alternative providers or use community resources. Work in partnership with other key providers and social work teams, refer to external services when appropriate</p> <p>To undertake the roles and responsibilities of a key worker i.e carrying out risk assessments and updating care plans, health action plans and person-centred plans. Prepare for and contribute to reviews and any other relevant meetings and liaise with family members and other professionals as required. Use IT and online programmes, training platforms and emails to complete work required.</p> |
| 6. | <p>Assist service users where required to access community facilities, including arranging emergency transport, etc. When providing support in an individual's home take responsibility for ensuring the service users maintain contact with family and friends if needed and to establish contact with neighbours and the local community promoting a better understanding of the nature of disability where possible. Where required, help and encourage service users to find out about local, social and leisure activities.</p> |
| 7. | <p>To make appropriate use of communication systems to obtain and give information. Ensure that information is accurate and kept up to date. This will include written care plans, health action plans and person-centred plans, notes of team meetings, accident, and incident reports.</p> |
| 8. | <p>In relation to accommodation services - to support, advise and assist service users to manage their home, including decorating, purchasing furniture, maintaining the garden, and reporting/dealing with maintenance issues. To complete regular sleep-in shifts.</p> |
| 9. | <p>To advise and support service users with health and Safety issues whilst in the service and follow departmental policy and procedures.</p> <p>Ensure service users are protected from abuse. Respond to emergencies following the appropriate policy and procedure.</p> |
| 10. | <p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p> |

Qualifications, knowledge, skills and experience Minimum level of qualifications required for this job

| Qualifications Required | Subject | Essential/ Desirable |
|---|--|-----------------------------|
| A willingness to work towards NVQ Level 3 in Health and Social Care and or equivalent training | Health and Social care | Essential |
| A proficient level of written and spoken English for the purposes of case recording and to enable you to work towards NVQ Level 3 in Health and Social Care | English | Essential |
| Other systematic or accredited health care training | Health and Social care related training | Desirable |
| NVQ Level 2 or Level 3 in Health and Social Care | Health and Social Care | Desirable |

Minimum levels of knowledge, skills and experience required for this job

| Identify | Describe | Essential/ Desirable |
|--|---|-----------------------------|
| Knowledge and Experience | | |
| <ul style="list-style-type: none"> • Knowledge of supporting vulnerable adults • | <ul style="list-style-type: none"> • Appreciation of the need for safety and confidentiality in service provision • Ability to adapt to change on a daily basis, and/or longer term as services develop and change • Demonstrate an understanding or experience of caring | Essential |
| <ul style="list-style-type: none"> • Experience of working in support and care settings | <ul style="list-style-type: none"> • Experience of working with Older People or those with a disability • Awareness of abuse and the support required by service users • Residential/supported living services • Working with people from varying cultures • Personal care work • Working with carers • Service user advocacy • Experience of managing behaviours that challenges • Awareness of the role of the CQC in monitoring and assessing the service | Desirable |

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| Skills | | |
| Excellent communication Teamwork Flexibility and commitment | <ul style="list-style-type: none"> Ability to work as part of a team and on own initiative Good written and verbal communication skills Good IT skills Ability to think creatively and work unsupervised Ability to identify, record and report potential risk Ability to keep accurate records <p>Ability to work shifts/weekends and evenings/bank holiday and undertake sleep ins</p> | Essential |
| Accommodation Settings | Ability to undertake sleep in | |
| Equality, Diversity and Inclusion (applies to all roles. | Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role. | |
| Safeguarding (include for roles working with children/vulnerable adults) | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and wellbeing of children and young people/vulnerable adults. | |

Disclosure level

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| What disclosure level is required for this post? | None | Standard |
| | Enhanced | ✓ Enhanced with barred list checks |

Work type

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| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed ✓ | Hybrid | Field | Remote | Mobile |
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