

JOB DESCRIPTION:	Support Worker (including Bank Workers) Options Supported Living
RESPONSIBLE TO:	Service Manager/Senior Support Worker
JOB SUMMARY:	As part of a team of support workers provide customers (adults with mild to severe learning disabilities) with the agreed support to meet their physical, social, emotional and personal care needs, enabling them to live within their own homes, attend education or work placements and integrate into the community
HOURS OF WORK:	To be agreed in each individual appointment to cover the needs of the service and may be subject to change.

DUTIES AND RESPONSIBILITIES

- 1 To ensure that all appointments with customers are kept and you are on time.
- 2 To offer appropriate assistance and advice to customer as required to fulfil their emotional and personal care needs which may involve washing, dressing, intimate personal care, administering medication, moving and handling (in accordance with Health and Safety Guidelines), dealing with challenging behaviour, basic nursing and emotional support.
- 3 In conjunction with the senior staff, undertake the assessment of customer needs in line with the service's assessment package, ensuring customer involvement at all stages. Put together, implement and monitor agreed support plans.
- 4 In consultation with senior staff assist with the preparation of reports for reviews and case conferences for those customers for whom you have work closely with.
- 5 Encourage customers to make informed choices and have new experiences within an agreed plan of risk taking. Observe and note behaviour and reactions of customers, paying particular attention to issues of vulnerability and abuse. Report concerns as appropriate.
- 6 Liaise with organisations/providers within the community, other Agencies and staff as appropriate, to ensure that the needs of customers are met. This could include Care Managers, Social Workers, families, other professionals (G.P etc), Leisure and Education providers.

This will involve escorting customers where necessary, attending facilities and going on holidays with the customer.

- 7 To maintain accurate and up to date case files and other records. Ensure confidentiality of information relating to the customer, staff and the service/organisation at all times. Undertake correspondence, telephone calls and attend meetings in relation to customers with whom you work closely, where appropriate.
- 8 To attend staff meetings, supervision sessions, appraisal meetings and learning/training (mandatory and non-mandatory) as specified by the Manager/Senior.
- 9 Undertake and complete the in-house induction and Care Certificate training during the 6 month probationary period with the support of senior and/or more experienced staff.
- 10 Upon completion of the probationary period there may be a requirement to undertake and complete the QCF Level 2 with the support of senior and/or more experienced staff. If required, it is expected that this should be completed within 12 months of enrolment/commencement of the training.
- 11 To be flexible with your working hours to include weekends, Bank Holidays and sleep-ins to ensure the service is covered at all times and to undertake all support work duties to include cleaning and cooking duties (as required) to ensure that customer needs are met.
- 12 To ensure effective communication with seniors and other team members in order to maintain consistent standards of care for customers.
- 13 To promote good public relations with everyone who comes into contact with the service including fellow colleagues by ensuring that conduct at all times reflects positively and is non-discriminatory in relation to the people who use our services. Support in the induction of new staff, volunteers and students.
- 14 The post holder must at all times carry out their duties with regard to the Companies Equal Opportunities Statement, Health and Safety Legislation and Company Policies and Procedures.
- 15 Any other duties that may arise in the service from time to time at the instruction of the Manager/Senior.

**PERSON SPECIFICATION
SUPPORT WORKER
(INCLUDING BANK & TRAINEE)**

Education/Qualifications	Essential	Desirable	Method of Assessment
QCF/NVQ 2 or 3 in Health and Social Care or equivalent qualification		✓	Application Form/ Certificates
Knowledge & Experience	Essential	Desirable	Method of Assessment
Value the rights of people with a learning disability	✓		Interview
Issues of confidentiality	✓		Interview
Recent and relevant experience of working with people with learning disabilities		✓	Application Form/ Interview
Recent and relevant experience in a care or related role (as a carer or an employee)		✓	Application Form/ Interview
Previous experience of working in a supported living/domiciliary setting or related field.		✓	Application Form/ Interview
An understanding of the variety of care needs of customers		✓	Application Form/ Interview
Understand the rights of people with a learning disability		✓	Application Form/ Interview
An understanding of the vulnerability and abuse affecting adults with learning disabilities		✓	Application Form/ Interview
Aptitudes	Essential	Desirable	Method of Assessment
Willingness to implement and promote the Company's Equal Opportunities Statement, Health and Safety Legislation and all other policies and procedures	✓		Interview
Willingness to undertake training and further development taking responsibility for own practice and its improvement. Commitment to undertake	✓		Interview

and successfully complete the in-house induction and Care Certificate training during the probationary period. There may be a requirement to undertake and complete the QCF Level 2 upon completion of the probationary period			
Willingness to welcome change which improves service quality.	✓		Interview
Ability and willingness to accompany customers in the community	✓		Interview
Demonstrate a commitment to treating customers with dignity and respect ensuring choice at all times.	✓		Interview
Ability and willingness to accompany customers on annual holidays		✓	Interview
Skills and Abilities	Essential	Desirable	Method of Assessment
Able to carry out all types of physical and emotional support to clients including physical intervention	✓		Application Form/ Interview
Ability to follow and carry out instructions	✓		Interview
Ability to maintain confidentiality	✓		Interview
Ability to work on own initiative	✓		Interview/ Written Exercise
Ability to work individually and as part of a team	✓		Application Form/ Interview
Able to effectively communicate and work with adults with a learning disability	✓		Interview
Able to work shifts, Bank Holidays, sleep-ins and weekends to maintain service cover.	✓		Interview
Able to work flexibly in accordance with changes to the rota and customer need	✓		Interview
Ability to communicate information in an effective manner, both in writing and verbally	✓		Whole selection process

Ability to participate in domestic duties including cooking and cleaning	✓		Interview
Ability to visit a number of customers with varying needs at different locations throughout the service area including the Service base	✓		Application Form/ Interview
Prepared to drive own vehicle for work purposes, possess a current manual driving licence and appropriate business insurance		✓	Application Form/ Interview
Able to develop and monitor customer support plans		✓	Interview
Ability to liaise with other professionals and customers families when necessary		✓	Interview

