



Job Description & Specification

Support worker

Stakeholders

Works With: Service users, other support workers, management, other professionals, relatives, advocates

Reports To: Team Leader, Deputy Manager, Head of Care, Registered Manager

Purpose of Job

Supporting adults who have a learning disability and other complex needs. Promoting independence, individuality and personalisation.

Main Duties & Responsibilities

- o Support and communicate with service users in a caring, respectful and patient manner. Delivering support based on individual needs and agreements made in the individuals care plan
- o Assist in developing & implementing person centred planning systems and become fully involved in the six monthly reviews ensuring the assessment of needs of each service user & the provision of individual packages of care are delivered.
- o Maintaining and completing reports and other documentation in a legible and factual way
- o Maintain accurate financial records of income and expenditure and be responsible for money being secured securely. Supporting service users to manage their finances according to their care plan and needs
- o Act as key worker for service users as directed by your line manager
- o Organise and participate in the full programme of education, social and recreational activities for service users as planned and actively encourage and plan this.
- o Maintain positive attitudes and working practices in line with the companies' policies & procedures and any legislation outlined by any relevant bodies.



- o Establish and maintain clear communication & co-operation between staff, other professionals & relatives. Assisting others with enquiries and engaging in a friendly, helpful, professional manner.
- o Participate in staff meetings; complete the required induction within the agreed timescale. Attend all training allocated to complete the role effectively and show competence. Participate in supervision and appraisal sessions with your line manager.
- o Adhere to all health and safety rules (fire, infection control, food hygiene, manual handling) following the correct protocols and wearing provided PPE where necessary
- o Adhere to all policies and procedure as outlined by the company and all other legislative guidance
- o Any other reasonable or deemed reasonable request in line with your skills, abilities and needs of the home

| CRITERIA | | |
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| AREA | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS | - Educated to GCSE/NVQ Level 2 or equivalent or can demonstrate equivalent depth of knowledge and experience | - Diploma level 2 or 3 specific to care sector |
| EXPERIENCE | - Communicating with individuals with a breadth of diversities and differences | - Experience with supporting adults with a learning disability and other complex behaviours |
| SKILLS & ABILITIES | - Good at helping others organise their schedules and activities and providing information in an appropriate manner to help people make choices - Demonstrates good use of initiative and ability to make decisions within their remit of work. Is creative in their approach | |

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| | <p>and willing to try new things</p> <ul style="list-style-type: none"> - Demonstrates ability to plan ahead, is good at adapting to situations to still deliver good outcomes for people. - This can be a physically demanding role and applicants must be able to undertake safe working practices according to the companies' policies, procedures and practices. - Ability to liaise with outside agencies and other professionals - Observant and sensitive to the service user's needs and wishes. Able to show understanding and patience of the vulnerable individuals they support. - Polite and informative telephone manner. Protects confidentiality of service and individuals - Excellent communication skills both verbal and written. Skilled at physically communicating with others. Excellent body language and observation skills | |
| <p>KNOWLEDGE</p> | <ul style="list-style-type: none"> - Knowledge of Food Hygiene/Manual Handling/Health and Safety standards and practices. | <ul style="list-style-type: none"> - Has an understanding of how care providers are regulated. |

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| | <ul style="list-style-type: none"> - Understanding of human rights and equality and how this should be promoted | <ul style="list-style-type: none"> - Has knowledge of safeguarding protocols and how to whistle blow - Person centred planning and personalisation of vulnerable people |
| <p>COMPETENCIES</p> | <ul style="list-style-type: none"> - Able to work flexible and unsociable hours including weekends as and when required. Some bank holiday shifts will be required. Understands that the service must fit around the individual's needs. - Ability to work autonomously and productively as part of a team, with excellent communication. - Is punctual and reliable - Have a “can do” attitude; be positive, able to deal with difficult situations here and now. Remains calm and professional - Able to support and help colleagues in difficult situations. Offers feedback and ideas for improvement to ensure the best outcomes for individuals are delivered. - Continue with CPD. Keeping knowledge and skills up to date. Will meet agreed timescales and deadlines. | <ul style="list-style-type: none"> - Current and clean driving licence |



Disclaimer: *This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post*

April 2022