



Job Description

POST: **SUPPORT WORKERS**

RESPONSIBLE TO: Team Manager

ACCOUNTABLE TO: Director of Operational Services

ROLE: To support and enable service users with disabilities according to their individual needs, through maximum participation in service provision. This will involve working as part of a team within a flexible rota to include weekends, bank holidays and sleep-in duties.

1. Responsibilities and Support To Service Users

1.1 To provide continuous and consistent support, both physical, practical and emotional which reflect any individual changing needs in line with the service users identified desires. The support should be provided in a manner that promotes independence and in a non-discriminatory manner.

Physical Support required by individuals may include: household and domestic tasks, shopping and diet/food preparation, personal hygiene, dressing and personal appearance.

Practical Support, Service Users should be assisted to undertake all tasks themselves. The level of assistance of support will vary according to individual need. The main aim is for Service Users to be provided every opportunity to participate, with support if necessary, to be responsible for all tasks and activities inside and outside their home.

Emotional Support required by individuals may include: the offer of support in a sensitive manner with the ability to empathise and actively listen. To offer advice and guidance when supporting Service Users to make informed decisions and exercise their rights.

1.2 To ensure that Service Users are encouraged and empowered, to express their opinions and views in all areas of decision-making, both at individual and organisational level.

1.3 To assist and encourage Service Users to become integrated members of their local community, by actively promoting physical and social presence

in community based facilities, e.g. educational, occupational, social and leisure.

- 1.4 To act as appropriate role models, when supporting Service Users to participate in day and evening opportunities. Dressing and acting appropriately to participate in such daily activities.
- 1.5 To liaise with families, staff and relevant services to maintain a high standard of support and provision of a quality service.
- 1.6 To contribute to the development of individual Service Users by assisting with the planning and practical implementation and monitoring of Opportunities and Goals identified in:
 - i. Activity and Support Plans
 - ii. Opportunity Plans
 - iii. Teaching Plans
- 1.7 To accompany Service Users on holiday by agreement with the Line Manager whilst ensuring compliance with the requirement/ expectations of the post.

2. **Staff and Personnel Issues**

- 2.1 To participate and contribute to supervision and appraisal sessions, as agreed with Line Manager.
- 2.2 To attend and actively participate in both mandatory and relevant training events. To keep accurate records of training and personal development, i.e. personal portfolio.
- 2.3 To identify one's own training needs in consultation with appropriate Line Manager.
- 2.4 To effectively communicate with the staff team and colleagues, regarding issues relating to individual Service Users, the house and the organisation.
- 2.5 To keep accurate records of hours worked, and the completion and submission of timesheets.
- 2.6 To participate and contribute to relevant team and organisational meetings.

3. **Household and Administrative Responsibilities**

- 3.1 To assist in maintaining accurate records, i.e. Service User's personal records, house records, communication books, diaries, food and petty cash expenditure.
- 3.2 To comply where necessary with the requirements of the Registered Homes Act.

- 3.3 To be familiar with Health and Safety at Work Regulations, and to ensure effective implementation during a span of duty. To assist and liaise with team members in maintaining acceptable standards for the maintenance and security of the house. To report, and where necessary deal immediately with malfunctioning equipment.
- 3.4 To successfully undertake a medication proficiency test. To keep up to date with knowledge and understanding of Medication Policy.
- 3.5 To administer, supervise and maintain accurate records relating to all medication administered to Service Users in accordance with Drive's policy and procedure.
- 3.6 To have an understanding of all financial and administration systems in operation in the home to ensure accurate records are maintained.
- 3.7 To monitor and maintain accurate records for the income and expenditure for Service User's personal finances.

4. Organisational Responsibilities

- 4.1 **Confidentiality.** To fully understand and observe all matters concerning Service Users and staff are kept strictly confidential to individual houses, staff teams and Drive. **Any breach of the above may be subject to disciplinary action.**
- 4.2 To have an understanding and commitment to Drive's Aims and Objectives, and to be familiar with, and implement any individualised policies and procedures which may affect specific Service Users.
- 4.3 All staff must be prepared to work at any of Drive's houses, and must recognise and be prepared to meet the changing support needs of service users in accordance with Drive's policy on the deployment of staff.
- 4.4 To contribute to internal and external monitoring and review systems.
- 4.5 To have an awareness of, and comply with Drive's Equal Opportunities Policy.
- 4.6 To have awareness, understanding and commitment to Drive's Operational Policy and Procedures.
- 4.7 To be prepared to accept other duties and responsibilities commensurate with the post in light of changing circumstances.

N.B. This Job Description is subject to an annual review and any reasonable adjustment in accordance with changing and developing needs of the organisation.



Person Specification

Support Worker

There are no essential experience requirements as it is anticipated that candidates will bring to the job a variety of employment and life experiences, which will be of relevance. However the following abilities are **desirable**:

DESIRABLE

- A commitment to, and a belief of, valuing all people as equal regardless of any perceived disability.
- A commitment to providing an effective role model.
- An ability to support people with learning disabilities in a flexible but safe environment.
- An ability to respond to the emotional needs of people with learning disabilities.
- The ability to support people with learning disabilities to make and maintain contacts in the local area.
- The ability to respond to the changing needs of people with learning disabilities.
- The ability to communicate effectively verbally and in writing.
- Skills in home making.
- The ability to give support in the day-to-day management of the household budget.
- A commitment to confidentiality.
- The ability to work on own initiative.
- The ability to work as a member of a team.
- A commitment to personal development.
- An ability to work flexibly (including shift work) in line with service needs.
- Demonstrate a commitment to work towards a Care qualification.
- Possession of a full car driving licence.

