

Support Worker

Grade 2



Job description

Purpose of the Post

Working under the guidance of senior staff, support workers play an important role in supporting the social and personal development of Service Users at the provision. Service Users may have a range of additional needs. This role can include gathering resources for activities, planning activities, completing records, supporting and managing behaviour, supervising group activities and supporting service users' health and wellbeing.

Key Areas

Support for Service Users

- Establish good relationships with service users, acting as a role model and being aware of and responding appropriately to individuals.
- Attend to service users personal needs including social, health - including the administering of medication, personal hygiene, first aid and welfare matters.
- Supervise and support service users ensuring their safety and access to social activities and personal development.
- Support Service users to develop life skills including, cooking, cleaning, shopping, managing money.
- Support Service users to take part in work placements and develop Service Users work experience.
- Support service users to access activities as directed by senior staff and in line with their individual care plans and personal development targets.
- Plan activities alongside Service Users to ensure the provision is Service User led.

Support for the Service Lead

- Support the Service Lead to establish an appropriate provision environment, including preparing for activities and keeping the premises clean and tidy.
- Support the Service Lead in managing service user behaviour.
- Be aware of matters relating to, for example, personal progress welfare and behaviour and report to the Service Lead as agreed.
- Liaise sensitively and effectively with parents and carers as agreed with the Service Lead and in line with the provisions policies.
- Provide general administrative support
- Record activity engagement, health and welfare, using the provisions data recording procedures.

Support for Social Care Activities

- Support the service users to access activities that will develop key skills including independence, decision making, self awareness, self advocacy, money skills, communication skills and social skills.
- Plan activities for individuals and groups to develop key skills.
- Prepare and maintain equipment and resources as directed by senior staff and assist service users in their use.
- Operate and maintain equipment in accordance with instructions and undertake simple repairs and report damage.
- Support the Service Users during work placement opportunities, including support in the local cafe run by the provision.

Support for the Provision

- Contribute to the overall ethos, work and aims of the provision.
- Contribute to the provision timetable, plan activities within the timetable, being mindful of the daily activity focus.
- Establish constructive relationships and communicate with other professionals to effectively support the Service User.
- Be aware of and support differences and ensure all Service Users have equal access to opportunities.
- Attend relevant meetings and training as required.
- Supervision of individuals and groups of Service Users in the community and on the premises as required.
- Supervise Service Users at all times during their time at the provision, including break and lunch times.
- Be responsible for maintaining and updating records, information and data in line with Provision policies.
- Keep the premises clean and tidy for Service Users to enjoy.
- Support the Service Users on the provisions transport when transitioning to the service and during the provisions opening hours.
- To drive the minibus, if possible and support the service users to travel safely.
- To be responsible for using all the minibus' equipment used for keeping the Service Users safe while travelling.

Responsible to: Service Lead or Designated Lead

Employee Supervision: None

Knowledge, experience and skills:	
E = Essential D = Desirable	
<p>Experience</p> <ol style="list-style-type: none"> 1. Experience of working in an Adult Social Care (or similar) setting for Service Users with physical, emotional and current/previous special educational needs, or similar setting. 2. Experience of supporting Service Users with strategies to enable them to settle to engage and develop. <p>Knowledge</p> <ol style="list-style-type: none"> 3. Understanding of Service User's needs in order to support them effectively through personalised and differentiated activities. 4. Knowledge of issues and needs that affect behaviour and strategies to support. 5. Knowledge of the range of ways that Service Users learn from activities and how to motivate them. 6. Full understanding of the range of multi-agency support required and available to Service Users. 7. Full working knowledge of relevant safeguarding, equality and health and safety policies, codes of practice and legislation. <p>Skills:</p> <ol style="list-style-type: none"> 8. Ability to relate well to young people and adults and to build positive relationships. 10. Ability to work constructively as part of a team, understanding the provisions roles and responsibilities and your own position within these. 11. Ability to deliver activities to Service Users using personalised strategies to support reluctant Service Users to engage and achieve personalised goals. 12. Ability to respond calmly and use initiative, responding effectively to unexpected or unplanned situations or reactions throughout the day. 13. Ability to use a range of strategies to support positive behaviour and self-regulation. 14. Ability to use correct English in spoken and written communication. 15. Ability in the use of IT. 16. Efficiency with the administration and maintenance of Service User records. 	<p>E D E E E D D E E E E E E E E</p>

Qualifications:

- 17. GCSE English/Maths level 1 or equivalent
- 18. Level 3 qualification.
- 19. Specific training in relevant learning strategies/interventions.
- 20. Commitment to all CPD offered.

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Behaviours and expectations:

We expect all our adults to:

- Uphold and promote professional standards including the Trust and provisions code of conduct and values.
- Establish constructive relationships with all and understand and respect the position of all within the Trust.
- Contribute to the overall ethos, work and aims of the provision.
- Promote the inclusion and acceptance of all service Users.
- Work as a member of a team to provide a safe, caring and stimulating environment.
- Be warm, consistent and reliable.
- Attend to Service Users personal needs (including social, health, physical, hygiene, first aid and welfare matters) according to the provisions policies and procedures.
- Provide Service Users with a 'secure base at the provision by:
 - helping them to regulate their emotion
 - modelling the role of a trusting adult
 - supporting them to form and maintain trusting relationships with others
 - maintaining a calm and consistent approach and asserting appropriate boundaries
 - encouraging Service Users to reflect on what goes wrong but not in a way that induces shame.
 - Undertake administrative tasks relevant to the role and according to the systems of the provision.
 - Assist with the supervision of Service Users on community visits.
 - Supervise Service Users at lunch and break times.

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Service Manager and develop and promote high standards of professional conduct throughout the Provision.

All staff, regardless of their position, are expected to undertake TeamTeach training and work within "good practice" guidelines using a range of positive handling strategies, gradual and graded, involved in holding, guiding and escorting safely, from least intrusive to more restrictive holds.

As part of your wider duties and responsibilities you will be required to promote

and actively support the Provision's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

You will be expected to carry out your duties in line with the provision's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development through provision communications.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support Trust, and your own professional development.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process