



Support Worker

Purpose: Supporting our tenants (and other people using our services) to fulfil their potential for independence, choice, inclusion and to support their aspirations and achieve their dreams.

Reporting to: Team Leader

Main responsibilities:

Working under the direction of the Team Leader, plan and provide support and care to foster the wellbeing and development of tenants in accordance with their person centered support and care plan, recording and reviewing progress as directed, so that tenants can fulfil their potential for independence, choice, inclusion and control by, for example, supporting tenants to:

- encourage and support them to maintain clean, tidy and welcoming living environment
- support tenants to use appropriate laundry equipment so they can be enabled to do their laundry and clothing so they have suitable and clean clothing to wear
- plan, shop and prepare healthy and wholesome meals alongside the tenants, taking into account their choices and wishes
- support tenants to be healthy by assisting them to arrange and attend medical appointments
- enable tenants to look after their finances by supporting them on an individual basis to budget, monitor their finances and access the correct benefits
- support and encourage tenants to maintain an active and supportive social life taking into account individual choices and wishes
- access training, work and education

Working under the direction of the Team Leader, provide personal care to tenants where required and appropriate as part of their support and care plan (eg. bathing, hair washing etc).

Working under the direction of the Team Leader: Support with budgeting, to access and maintain benefits and assist tenants to access services from the landlord including maintenance services.

Undertake such other tasks as required by the Team Leader to develop and maintain the high quality of service required and to fulfil the community's vision.

Work within the community's policies and procedures and code of conduct and actively promote the equality and diversity and the human rights of tenants to realise independence, choice and inclusion.

Undertake training and continuous professional development in accordance with the needs of the service and the tenants.

Person specification

Experience

- Previous experience of supporting people-working within a care and support setting or in a voluntary capacity, ideally with adults with learning disabilities is desirable but not essential.
- Energy, enthusiasm and a willingness to learn are what we require.

Qualifications

- A good level of general education (evidence of numeracy and literacy).
- Level 2 or 3 NVQ in care or an equivalent qualification is highly desirable or a willingness to work towards one.
- Full Manual driving licence (desirable).

Skills and knowledge

- Working knowledge of risk assessment, health and safety, support and care plans, safeguarding, person centered planning, equalities and human rights is desirable.
- Basic IT skills-ability to use Word and email.



Competencies

You will be able to:

1. Respecting others

React sensitively to other people and recognise different viewpoints, beliefs, values and opinions.
Treat people we support and colleagues with respect, dignity, honesty and respect diversity.
Adapt your working style and level of support to an individual's needs or wishes.
2. Influential communication

Ensure Great Interactions are achieved by using a variety of communication techniques including language, tone and non-verbal behaviour.
Listen actively and display enthusiasm in your communication.
Use and present information in a manner which is persuasive, logical and understandable to the receiver.
Write reports that communicate effectively.
3. Facilitating success and improvement in self and others

Support individuals with learning disabilities to translate their aspirations or development needs into practical activities.
Use encouragement, praise and appropriate direction as necessary.
Support, motivate and inspire others to try new tasks or activities.
Seek assistance appropriately and receive feedback from others.
4. Results and quality focus

Complete work to a high standard, focussing on the needs of the people you support.
Take personal responsibility for the quality of your work and be willing to 'go the extra mile'.
Look for continual improvement in your performance and in the performance of others.
Work to agreed policies and procedures.
5. Team working

Work cooperatively with colleagues and assist when they need support.
Value the different contributions that people can make within a team.
Work under pressure using own initiative, including lone working if required.
Recognise when to ask for help and to involve a senior colleague.