

Job Description

Job title: Support Worker

Accountable to: Service Manager

Accountable for: The post holder will have no direct line management responsibilities

Job Purpose

To provide high quality support to individuals in their own homes / tenancies / within Freeways & Freeways Trust buildings and accommodation or in the community on the basis of assessed need, person centered plans, risk assessments and related support that meet the requirements of Freeways contracts.

Key Responsibilities and Objectives

- To promote the values underpinning the provision of support and the importance of promoting individuality, identity, rights, choice, privacy, independence, dignity, respect and partnership.
- To actively promote equal opportunities and challenge prejudice or discrimination; through formal and safeguarding procedures where appropriate.
- To practice in a professional manner, including using appropriate communication methods and confidentiality, understanding the responsibilities and limitations of a worker's relationship with service users, other colleagues, families and friends of the service user and outside agencies.
- To develop and operate within a clear understanding of Freeways policies and procedures and any relevant contractual requirements.
- To respond to the particular needs of individual service users in relation to the nature of their learning disability or other support need (including mental or physical health).
- To act as a Link or Key Worker for named service users and to oversee the co-ordination of their plans. To support service users to self-advocate where they have capacity and to follow the Mental Capacity Act where they do not.
- To complete and maintain written records as required.
- Promoting informed choice and to provide signposting support to service users to work towards independence from the service.
- To support service users to manage their money themselves or work towards this.
- When required, support service users with personal care, to complete domestic tasks and maintain their home. This support may include but is not limited to: personal care, shopping, cleaning, cooking, making and attending appointments.

- To support service users to maintain, build and develop relationships with others.
- To actively and positively support service user holidays and activities.
- To bring to the attention of a manager any matter of concern over the wellbeing, safety or safeguarding of an individual we support or employ.
- When working unsupervised (including lone working) having due regard to on call procedures, to take appropriate responsibility for the proper running of the shift/session/activity and manage own workload.
- To be aware of the regulatory frameworks within which you work and to keep up to date with national, organisational and local developments which affect your work.
- Where required and authorised, to drive the vehicles used by the individuals we support and to participate in ensuring the upkeep and maintenance of any such vehicles.
- To work in multiple sites as required depending on business need.
- In line with the Health & Safety Policy, to be responsible for matters relating to personal health and safety and the health and safety of others. To ensure that current health and safety regulations are met.
- The post holder will need to develop a clear understanding of their role, in line with the competency framework, within the organisational structure and participate in regular supervisions and annual appraisals.
- To be responsible for your continual personal development and undertake training as required.
- The post holder will be expected to participate in full induction and the completion of the care certificate. Failure to complete the care certificate may result in the termination of employment.

Special Notes and Conditions

Actual working hours will be as agreed by your line manager. Your hours of work will vary depending on operational needs and may include unsocial hours.

Within operational services weekend and evening activities are an integral part of the service we provide. You will be required to work during evenings and/or weekends as the service requires. This may include sleep-in and waking nights.

This job description only contains the main duties relating to this post and does not describe in detail all the tasks required to carry them out.

Post holders may be asked to undertake any task commensurate with their band.

All job descriptions will be subject to review as appropriate and may be altered in line with the requirements of the post. Any proposed changes will be discussed with the post holder prior to change.

Created: February 2017
Revised:

Person Specification – Support Worker

Shortlisting will be based on the criteria listed below, which are derived from the Job Description. Applicants should therefore explain in their application how they think they meet each criterion using relevant examples from previous work experience and community/voluntary/leisure activities, as appropriate.

Criteria:	Essential/ Desirable	Assessment Method
Qualifications: Diploma in Health & Social Care (level 2) or equivalent	D	Application
Experience: Experience of working with client group and/or with the community. Relevant life experience, volunteering or work experience	D D	Application/ Interview Application/ Interview
Skills and Abilities: Good communication skills at all levels. Basic IT skills. Positive role model. Good basic literacy and numeracy skills. To work co-operatively as part of a team. Manage own workload. Lone work – in accordance with Freeways procedures.	E E E E E E E	Application/ Interview & Assessment
Knowledge/Understanding of: Confidentiality and how to apply this in practice. Safeguarding and whistle-blowing. Welfare and benefits systems.	E D D	Application/ Interview Interview Interview
Values: Understanding of and committed to tackling discrimination and inequality. Desire to enable independence and choice. Commitment to ensuring service users are at the centre of support provided.	E E E	Application/ Interview & Assessment
Other Factors: Willingness and ability to travel across the geographical area as required.	E	Application