

## **Job Description – Support Worker**

**The Aim of the Post:** To provide support to people with a learning or physical disability to live the life they choose, in accordance with their support plans. This will involve working as part of a team within a rota to include weekends, bank holidays and sleep-in duties.

**Supervised and appraised by:** Deputy Network Managers/ Support Managers

### **Duties will include:**

- Communicating with the people we support in the method and language of their choice and based on assessed need.
- Assisting the people we support to research opportunities for social, leisure, recreational activities and hobbies in their local community.
- Accompanying the people we support at social, leisure, recreational activities and hobbies.
- Assisting the people we support with their laundry
- Assisting the people we support with preparation of their meals and drinks.
- Assisting the people we support with any help they need to eat and drink
- Assisting the people we support with their household and personal shopping.
- Assisting the people we support with a full range of domestic tasks.
- Assisting the people we support with managing, maintaining their tenancy and with home security.
- Providing the people we support with emotional support.
- Assisting the people we support who may have a mobility or physical disability to move and change position.
- Assisting the people we support to build and maintain personal relationships, this will include the safe and appropriate use of social media.
- Accompanying the people we support on holiday (to a number of destinations and countries).
- Assisting the people we support to use personal computers and assistive technologies to develop their independence.

### **Health and wellbeing:**

- Seeking appropriate advice in health emergencies and administering first aid if required.
- Administering medication when required.
- Providing personal support in a way that maintains dignity and privacy, in the least intrusive manner.
- Assisting and/or supervising the people we support with personal care which may include washing/bathing, continence management, dressing/undressing and advice on choice of clothing.

### **Policy and legislation:**

- Treating the people we support and colleagues with courtesy, respecting their age, race, culture, religion, disability, gender and sexual orientation at all times.
- Complying with contract of employment (statement of main terms and conditions), the Consortium Code of Conduct and the Care Council for Wales Code of Professional Practice for Social Care.
- To have an on-going understanding of and complying with all relevant organisational policies, procedures and best practice guidelines in relation to Health and Social Care Standards, and local contractual arrangements.

*'Community Lives Consortium is regulated by the Care Inspectorate Wales and commissioned by City & County of Swansea and Neath Port Talbot County Borough Council, we may share information about our services and the people we support for quality and regulatory purposes'*

- To report any significant issues, modifiable events or concerns through appropriate channels as outlined in the relevant policy and procedure.
- To accurately record all financial transactions in line with relevant organisational policies and procedures.
- Handling and storing information in accordance with the Data Protection Act 1998 and the agency's Confidentiality Policy.
- To ensure all records are updated and maintained accurately, in line with policy and legal and contractual requirements.
- To ensure all work by both yourself and others is safely carried out within organisational policy and the Health & Safety at Work Act (1974).
- To ensure Risk Assessments are undertaken, recorded, delivered and regularly reviewed.

**Personal development and organisational success:**

- Participating in any training, learning and development activities to help perform their role effectively, including on-line learning.
- Contributing and participating in supervision and appraisal sessions.
- Contributing to the process of service improvement and organisational development.
- Attending, contributing and actively participating in meetings.
- Co-operating with managers and colleagues over any reasonable task, duty or request.

## Person Specification – Support Worker

It is anticipated that candidates will bring various relevant employment and life experiences to the role. However, except where indicated as **Desirable**, the Consortium considers the following qualities and skills to be essential for effective performance in the role.

### Qualification

- Commitment to working towards QCF Level 2, Health & Social Care
- Undertake any relevant training and personal development for the post.

### Skills

- Domestic and home maintenance skills including cooking, cleaning and laundry
- Able to work on own initiative
- Able to work as part of a team
- Ability to support people with learning disabilities in a flexible but safe environment.
- An ability to respond to the emotional needs of people we support.
- The ability to support people to make and maintain contacts in the local community.
- The ability to communicate effectively verbally and in writing.
- The ability to support people with their house hold budget.
- Commitment to developing and using the following skills:
  - Using e-mail
  - Use of internet
  - Viewing, updating and creating simple and accessible documents

### Desirable:

- The ability to communicate in Welsh.

### Personal Characteristics

- Commitment to the values and belief of all people as equals regardless of perceived disabilities and differences
- Non judgemental in approach to working with the people we support
- A commitment to confidentiality.
- Ability to remain calm and patient in difficult or stressful situations
- Ability to respond effectively in an emergency
- Reliability
- Commitment to continuous personal and professional development
- Flexibility to respond to changing needs of the people we support

### Other Requirements

- Full and valid driver's licence that enables you to drive in the UK
- Business class 1 insurance (*You will be required to provide evidence of this*)
- Flexibility to work the full range of hours needed to deliver services, which may include days, nights, weekends, bank holidays, sleep-ins and wakeful nights
- Flexibility to work in a range of services and/or locations when required
- Accompany the people we support on holiday, including travel abroad
- Register with the Care Council for Wales if / or when required