



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 Support Managers

Community Lives Consortium is a domiciliary care agency located in the Swansea and Neath and Port Talbot areas, we provide a range of care and support services for the people we support with a learning and/or physical disability, some of whom have a dual diagnosis and additional health needs.

Our main priority for this job role is to find people with the right values, behaviors, and attitudes that match our own! *Could this be you?*

You don't need to have previous experience in this field, nor do you need qualifications – we're happy to work with you to help you become an excellent care worker

Above all, we want someone that shares in our values.

Our values demonstrate our commitment to quality and by being the best we can:

1. We will promote the **rights, interests, and dignity** of the people we support.
2. We will maintain the **trust and confidence** of the people we support.
3. We will promote the **wellbeing**, voice, control, and safety of the people we support.
4. We will **respect** people's rights.
5. We will act with **integrity** and upholding public trust in the social care profession.
6. We will take **responsibility for our own work** and developing our own skills and knowledge.
7. We will **work together** to ensure we deliver the **best service** we can to the people we support.

The duties are varied and no two days will be the same.

The people we support are individuals and they all deserve to be treated as such.

As a general guide, duties may include:

- providing support with personal and physical care needs,
- management and administration of medication,
- support to complete daily living tasks,
- managing individuals' tenancy agreements and security,
- record keeping,
- attendance at health appointments,
- liaising with external professionals
- cooperating with managers and colleagues to undertake any reasonable task, duty or request commensurate with the role of a Support Worker.

We also support people to take part in a wide range of activities relating to special interests that support their health and wellbeing, and in doing so, we assist the development and maintaining of friendships.

Some of the interests may include: Participating in arts and crafts, watching the footie, drama, musical evenings, gardening, shopping trips, social occasions, holidays and attending and contributing to Time 2 Meet activities.

Compliance and Policies:

You will be required to comply with:

- Your terms and conditions of employment.
- The Consortium's Staff Code of Conduct.
- Social Care Wales' Code of Professional Practice for Social Care.
- General Data Protection Regulations (GDPR) and the Data Protection Act 1998 when handling and storing data.
- Health & Safety Regulations, ensuring Risk Assessments are undertaken, recorded, and regularly reviewed.
- Consortium Policies and procedures.

Personal development and organisational success:

You will be required to:

- Participate in any training, learning and development activities to help perform your role effectively, this includes on-line learning before and during your employment.
- Contribute to and participate in supervision and appraisal sessions.
- Contribute to the process of service improvement and organisational development.
- Attend, contribute to and actively participate in meetings.

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

- Must have a commitment to undertaking all Pre-Employment training, Induction training and ongoing training and personal development for the post.
- Must have a commitment to achieving QCF Level 2, Health & Social Care and all other relevant qualifications and standards as required by Social Care Wales.

Skills

- Domestic and home maintenance skills, including cooking, cleaning, laundry etc.
- Able to work on own initiative
- Able to work as part of a team
- Able to support people with learning disabilities in a flexible and safe environment.
- Able to respond to the emotional needs of people we support.
- Able to support people to make and maintain contacts in the local community.
- Able to communicate effectively verbally and in writing.
- Able to support people to manage their household budget.
- Demonstrates a commitment to developing I.T. skills and using technology to:
 - Use email
 - Use the Internet
 - View, update and create simple and accessible documents

Desirable:

- The ability to communicate in Welsh.

Personal Characteristics

- Committed to promoting the values and beliefs of all people, treating them as equals regardless of perceived disabilities and differences.
- Must be non-judgemental when working with the people we support.
- Does not discuss or share any confidential information with anybody other than those entitled to receive it.
- Has the ability to remain calm and patient in difficult or stressful situations.
- Has the ability to respond effectively in an emergency.
- Must be reliable and dependable.
- Must be committed to ongoing personal and professional development.
- Must be flexible to respond to the changing needs of the people we support and the organisation.

Other Requirements

- Full and valid driver's license that enables you to drive legally in the UK
- Business Class 1 vehicle insurance (***You will be required to provide evidence of this***)
- Flexibility to work a full range of hours to deliver services, this includes days, nights, weekends, bank holidays, sleep-ins and wakeful nights
- Flexibility to work in a range of services and/or locations when required
- To accompany the people we support on holiday, including travel abroad
- To register with Social Care Wales (***fee to be paid by employee***).