**SUPPORT WORKER JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Supporting Role

**REPORTS TO: SENIOR SUPPORT Role** and allocating reporting persons (Refer to company organigram-organisational chart)

**HOURS**: Full or Part time. (see personal contract)

**SALARY**: £8.00 to £9.00 per hour

**SUMMARY OF THE ROLE:**

The role supports Service Users with learning disabilities, mental health and autism who live within the community, a service that meets a Targeted and Goal focused **Personal Individual Needs Approach.**

You will be undertaking an active role in enabling and supporting Service Users, to maximize independence in the community in a manner that promotes: Respect, Equality and Diversity.

You will be expected to participate and prepare monthly case studies.

YOUR ROLE SUPPORTING OUR SERVICE USERS

* 1. Helping maintain a personal Service Users development through individual programmes including: making suggestions for change and updating records on a minimum of a daily/weekly basis with maximum involvement from the individual Service User.
  2. Providing a monthly case study working alongside a team, focusing on a relevant business topic.
  3. Maintaining individual records and developing with the Service User, future programmes aiming towards increased independence. This will be on a 3 monthly or more frequent basis.
  4. To ensure Service Users enjoy a high quality of life according to individual care/support plans and that all Service Users rights are fully respected at all times.
  5. To ensure all Service Users needs are identified via person centred planning, and future aspirations and realistic goals are met.
  6. Advising and supporting family contact by ensuring as required that good relationships are developed and maintained with each Service Users relatives, friends and advocates.
  7. To liaise effectively with all Service Users and associated networks to ensure the provision of integrated services.
  8. Ensuring that as far as is possible; relationships are maintained with neighbours, shopkeepers and local services in order to enhance the status of the Service User within the community.
  9. To ensure Service Users enjoy a high quality of life according to individual care/support plans and that all Service Users rights are fully respected at all times.
  10. To ensure all Service Users are supported with their self-image and any personal care needs.
  11. To work as per roster as allocated for the Service Users needs.

**MAIN RESPONSIBILITIES**

* 1. To work with your Senior staff team and associated networks in the development of support/care, assisting the Service Users with plans which accurately reflect individual needs and strengths in the review process of these plans.
  2. To adhere and remain familiar with all contents of the Organisations Guidance booklet and future updates, obtaining further information as personally needed.
  3. Being familiar with the procedures and policies within the organisation and where inadequacies exist, bringing them to the immediate attention of the Management.
  4. To ensure that all statutory requirements and procedures are adhered. In particular, to have reference to legislation directed from Supporting Independence Services (SIS) and associated documents from local authorities.
  5. Actively assisting in the prevention of accidents to Services Users, staff teams and others
  6. To deal promptly and effectively with all complaints and grievances as company policies guidelines.
  7. To support the successful operations of quality control and administration systems.
  8. To positively support the use of innovative support technology.
  9. Receiving supervision/appraisals and participating in identifying your own personal training needs and actively working towards meeting those needs. Further your personal career pathway whilst attending training days as necessary, relevant to aspects of work within your role. Increasing your knowledge and ability towards supporting the Service User’s needs.
  10. To be involved in the development/training of staff where necessary, supporting any new inductions.
  11. Monitoring that accommodations are cleaned and maintained to a sociably acceptable standard including maintaining up-to-date Health and Safety and risk Assessments.
  12. Keeping the grounds of accommodation in order by advising the Service User of keeping clean and tidy Bin Area, Parking Area and Path Area, and checking your advice has been executed.
  13. Monitoring that the accommodations gardens are kept tidy and looking nice by planning and participation with Service Users and associated networks.
  14. To be overall flexible and responsive to meet the ever-changing needs of our Service Users and company as requested by our Stakeholders.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * NVQ Level 2 in Social Care or Equivalent or willing to work towards the qualification | * ECDL (European Computer Driving License) or equivalent qualification/ experience |
| **Experience** | * Ability to communicate honestly, clearly and concisely, orally, in writing and in public settings * Ability to empower the Service Users we always support and encourage independence. This includes promoting dignity and the right to privacy, confidentiality and human rights * Computer literate including the ability to use an intranet system and a smart phone * Ability to plan, and work in a systematic way with the ability to prioritise your workload. * Good level of numeracy with the ability to work within financial systems including budgeting * Ability to manage own workload working on your own initiative as well as under guidance. Managing stress and changes in self and others. * Ability to be a positive role model for other staff, motivating and supporting. | * Ability to prioritise and respond calmly to crises * Ability to prepare and present reports |
| **Skills/Attributes** | * Excellent approachable listening and communication skills with approachable listening skills. * Good negotiating skills * Ability to cope with pressure * Ability to cope with change | * Understanding of ‘The Care Act -2014’ * Understanding and commitment to empowering Service Users * Understanding of the Local Authority Policies:   ‘Your Life, Your well Being. 2016-2021’  ‘Care and Support in the Home’  KCC Strategy for ‘Adult Social Care’ |
| **Post specific requirements** | * Willingness to work evenings, weekends, public holidays on a rota basis as business requirements within guidelines on maximum safe working hours * Willingness to assist the people we support during their holiday/short breaks where required * Ability to meet the physical demands involved in providing support to our Service Users * Satisfactory attendance record * Willingness for other relevant qualification training to meet CQC registration requirements |  |
| **Additional Requirements** | * This post is subject to an enhanced criminal record check, known as a DBS (Disclosure Barring System) check * Knowledge of be able to use a smart phone and be willing to use the company equipment for work purposes | * Have a full UK Driving License |

**HEALTH AND SAFETY**

In carrying out the tasks in this job description you have a duty (under Health and Safety Legislation) to take responsible care for the Health and Safety of yourself and that of others. This implies taking positive steps to understand the hazards in the work place, to evaluate and take actions to reduce risks. It is expected that you comply with the safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.

To remain vigilant and to do everything possible to protect Service Users and others from abuse of a physical, emotional, sexual neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

**THE CONTRIBUTION OF THIS ROLE**

Carrying out the tasks on your job description efficiently will ensure the smooth operation of the Companies administration and service. You will therefore, be making a very important contribution to the team, to matters affecting individual Service Users and the achievements of the service as a whole. This will develop our position with local authorities, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, email or in person.

This is not a conclusive list as Phoenix Support strives to achieve excellence in delivering services and support to our Service Users and our Staff teams

**OUR COMMITMENT TO YOU**

To provide personal Career opportunities with on-going training and development needs within this role

To provide the employee with genuine scope and progression within their career

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| **Signature:** |  | |
| **Print Name:** |  | |
| **Date:** |  |