

Job description

Job Title:	Support Worker
Salary:	£17,700.80 per annum (pro rata), rising to £19,624.80 upon successful completion of probation.
Hours:	Permanent – Hours will be confirmed at point of job offer
Responsible to:	Project Manager

Summary

To provide support to service users to enable them to become valued and participating members of the community in which they live, by achieving maximum independence and integration.

The role may include working with service users with a diverse range of physical and support needs. The role may require supporting people with learning disabilities living in supported accommodation or who are living in their own flats.

The role will be flexible which means Centre 404 can reallocate staff to other projects within Centre 404 support services if needed.

To carry out the work according to the philosophy and values of Centre 404, as set out in our, Staff Handbook, policies and procedures.

Centre 404 is committed to safeguarding and promoting the welfare of adults at risk and we are looking to recruit people who share these values.

Main Duties and Responsibilities

Support to service users with learning disabilities living in their own home.

- To understand and adhere to the philosophies, policies and principles upon which the service is based.
- To work in such a way that allows the service users to be involved in day to day and long term decision making.
- To offer support to service users enabling them to build confidence, self-esteem and an independent life style.
- To support service users in the management of their own personal care in a sensitive way and undertake moving and handling duties as required.
- To adhere to safeguarding procedures and to remain vigilant for signs of abuse, taking immediate action and reporting all issues of concern with the line manager.
- To share in, support and involve the service users in all the usual domestic activities such as cleaning, shopping and cooking using methods of active support.
- Support service users to maintain good health and attend health appointments.

- To work with the service users in such a way that takes account of their individual, cultural and religious needs.
- To provide and participate in a wide range of social activities, including holidays, using integrated services.
- To act as a keyworker to individual service users.
- To support service users in the organisation of their regular Person Centred Planning meetings. Participate in and prepare reports for these meetings.
- To participate in the implementation of agreed individual plans, this may include structured teaching of skills.
- To liaise with families, advocates, other professionals, the DWP and outside bodies where appropriate.

Team member responsibilities

- To work as part of a team committed to providing a high quality service to people with learning disabilities according to the philosophy agreed by Centre 404 Housing Service.
- To work actively as part of a team, being proactive and using initiative
- To pass on relevant information to other team members, using agreed communication procedures.
- To keep records and write reports in the appropriate files, and using IT systems such as Microsoft Office and Charity Log data systems.
- To attend staff and service user meetings and any other relevant meeting where appropriate.
- Where appropriate to assist with the induction and training / mentoring of new staff members. There will be the opportunity for professional development to take on the role as a staff buddy for new starters once support workers have passed their probation period.
- To take part in shift leading as and when needed.
- To have a positive and person centred approach to working with service users.

General responsibilities

- Adhere to all Centre 404 policies, procedures, Code of Conduct and to the requirements of funding organisations
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Adhere and sign up to the Social Care Commitment and be committed to values which promote dignity in care.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation

- Contribute to your personal and professional development by completing the Care Certificate, attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Assist and supervise volunteers where required and adhere to Centre 404 values in relation to supporting volunteers
- Be flexible and available to work evenings, weekends and bank holidays in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of the volunteer and development projects
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties relevant to the post, this may include working in any of the other houses managed by the organisation. The house you work in will be assigned by your line manager.

Person Specification

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(E) Essential requirements (D) Desirable requirements

Physical Requirements	Available to work a variety of shifts throughout the week	E
	Able to travel on your own and with service users to a variety of locations within and outside the borough	E
	Willing and able to offer physical support to service users including manual handling, supporting wheelchair users, completion of household tasks such as shopping and cleaning.	E
Knowledge / Understanding	Good basic education and training: including 5 GCSEs or equivalent professional qualification	E
	Aware of issues affecting people with learning disabilities	E
	Understanding of health and safety issues as they affect service users	E
	Understanding of person centred values and self-directed support and principles behind this	E
	Understanding of, and sensitivity to the discrimination experienced by members of minority ethnic groups, women and people with learning disabilities	E
	Commitment to concepts of inclusion, equality and diversity.	E
	Understanding of, and commitment to safeguarding and promoting the welfare of adults	E
Experience	Experience of working with people with learning disabilities, including people with high support needs or experience of working with a vulnerable client group	D
	Experience of working with people with mental health needs.	D
	Experience of working with people from varied social and cultural backgrounds	D
Skills / Abilities	Excellent communication skills with service users, families and colleagues	E

	Excellent communication skills with professional staff and ability to liaise with agencies and external professionals e.g. GP's, Health professionals, Social Workers and housing associations.	E
	Good written communication and IT skills with an ability to use Microsoft computer packages, the internet and write clear reports and keep accurate records	E
	Good numeracy skills	E
	Able to work in and contribute to a team	E
	Able to work unsupervised and on own initiative	E
	Experience of planning support and activities for people so they have a fun, active and fulfilled life	D
Other	Enthusiastic and motivated to support adults with learning disabilities	E
	Understanding of Data Protection and ability to handle confidential and sensitive information appropriately	E