

JOB DESCRIPTION

Job title	Support Worker
Sector/Function	Learning Disability
Department	
Reports to	Project Worker
Grade	2

Job purpose	To enable service users with individual needs to improve their quality of life and be part of their communities. To promote independence, wellbeing, rights, responsibilities and choice among service users. To provide day to day care and support to enable the individuals who use Turning Point's services to live as independently as they wish.
Key accountabilities	<p>Quality - To maintain a high level of quality in service provision by:-</p> <ul style="list-style-type: none"> ➤ Meeting quality expectations and agreed performance criteria ➤ Participating and utilising management information and information collection systems as appropriate ➤ Contributing to the continuous improvement of the service.
	<p>Own Development - To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> ➤ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework and skills profile for the Support Worker role. ➤ Participating in training and other development opportunities as agreed with your line manager.
	<p>Health and Safety & Risk Management - To ensure a safe working environment for self and colleagues by:-</p> <ul style="list-style-type: none"> ➤ Ensuring good standard of housekeeping is maintained in own area ➤ Ensuring risk assessments are completed when appropriate ➤ Taking personal responsibility for own safety e.g. reporting concerns, ensuring appropriate vaccinations and eye tests etc. are obtained ➤ Complying with all H&S policies and procedures including serious untoward incidents and accident reporting
	<p>Compliance - To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> ➤ Meeting all regulatory requirements ➤ Comply with Turning Point's Code of Conduct, policies and procedures
	<p>Miscellaneous - To undertake any other duties reasonably requested by the line manager.</p>
	<p>Service Users - To proactively deliver a high quality/person centred service provision that meets the needs of service users by:-</p> <ul style="list-style-type: none"> ➤ Supporting individuals with their personal care, which may include skin care, bathing or showering, shaving, oral care, intimate care and continence (including management of bladder and bowels), dressing/undressing and hair care.

	<ul style="list-style-type: none"> ➤ Supporting individuals with housekeeping duties, such as cooking, cleaning, laundry, ironing, washing dishes and running errands; carrying out these tasks in full when individuals are unable to do so. ➤ Promoting people’s rights and responsibilities ➤ Working as an effective member of the team ➤ Providing advice and information for service users and others where appropriate ➤ Delivering agreed support packages to quality standards ➤ Liaising with external professional groups e.g. GPs, Social Services, etc. ➤ Ensuring record keeping is maintained to the required standard at all times and contributing to service monitoring requirements. ➤ As appropriate, supporting services users to take their prescribed medication on time assisting them where necessary ➤ Ensuring full risk assessments and risk management is delivered effectively. ➤ Ensuring that work is undertaken in line with Health and Safety requirements ➤ Assisting the facilitation of effective care pathways ➤ Supporting individuals to achieve goals and objectives as set out in their care/support plans ➤ Supporting and enabling individuals to access community based services and facilities
	<p>Service Support - To assist in the implementation, development and delivery of the service by:-</p> <ul style="list-style-type: none"> ➤ Participating in the induction of new colleagues when required. ➤ Delivering all tasks on time and to agreed quality standards ➤ Participating in the service user reviews with line manager or other colleagues.
	<p>Service Development & Quality - To work collaboratively to develop the service by:-</p> <ul style="list-style-type: none"> ➤ Ensuring the service and the wider organisation of Turning Point is represented in a professional manner at all times. ➤ Proactively contributing to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working. ➤ Ensuring day to day delivery of service provision embeds and extends Turning Point’s person centred approach.
	<p>Empathy and Support - To provide empathy and support to service users by:-</p> <ul style="list-style-type: none"> ➤ Working with service users in a person-centred way, to meet needs, personal goals and aspirations ➤ Encouraging service users to achieve their potential ➤ Promoting independent living through service users’ personal choice, advocacy and support ➤ Taking account of the views of service users’ families, carers and significant others.
	<p>Sector Quality Standards - To ensure all services are delivered in accordance with recognised standards by: -</p> <ul style="list-style-type: none"> ➤ Ensuring all services are delivered within CQC and/ or Supporting People standards as appropriate.

	<p>Moving and Handling -Enabling individuals' mobility, including moving and handling transfers, pushing wheelchairs, assisting individuals to use walking aids, working with professionals such as physiotherapists and occupational therapists, checking equipment e.g. wheelchair seat cushions, supporting service users on public transport, driving shared transport vehicles and individuals' own vehicles.</p>
	<p>Community Access - Supporting individuals to access the local and wider community, visiting local amenities, carrying out activities both on foot and public transport.</p>

Dimensions	Direct reports	None
	Total staff overseen	None
	Internal contacts	<ul style="list-style-type: none"> ▪ Service users ▪ Service Manager/Team Leader/Line manager ▪ Team Members
	External contacts	<ul style="list-style-type: none"> ▪ Carers/Friends/Family members ▪ Regulatory bodies ▪ Local community members
	Planning outlook	<ul style="list-style-type: none"> ▪ Provide in-depth key working services for (typically) 1:3 service users
	Problems solved	N/A
	Financial authority	<ul style="list-style-type: none"> ▪ Responsible for handling petty cash for service user (typically £50-£100 but may be up to £500) ▪ Manage service user monies in line with local and organisational policies and procedures.

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> • Excellent customer service skills • Display a flexible attitude towards providing a service • Comfortable with providing personal and intimate care to our service users. • Adaptable and able to work in a challenging and changeable environment • Display a caring and empathetic approach to people with Learning Disabilities • Able to undertake the moving and handling of service users following training 	

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Proven verbal and written communication skills with the ability to receive and undertake instruction and to tailor the message to the audience. ▪ Collaborative team working skills ▪ Ability to deliver against agreed objectives/targets ▪ Basic IT skills in particular the use of Microsoft Word. 	<ul style="list-style-type: none"> ▪ Display an awareness of current Learning Disabilities issues and understanding of a person-centred approach ▪ Display an awareness of current legislation and policy that impacts upon and influences service delivery, such as Valuing People ▪ Display an awareness and understanding of the Protection of Vulnerable Adults guidelines ▪ Able to deliver a range of services in a person centred, non-judgemental manner. ▪ Proven track record in managing incidents of verbal and violent aggression

Acquired experience & qualifications	Essential	Desirable
		<ul style="list-style-type: none"> ▪ Previous experience in the care profession. ▪ Vocational qualification e.g. NVQ 2/3 or willingness to work towards
Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> • Willing to travel to other locations within a reasonable distance of main place of work. 	<ul style="list-style-type: none"> • Current, clean Driving Licence