

Lead Support Worker



Deliver a quality person-centred service to the people we support within the home(s), enabling them to live their most independent and fulfilled life while actively supporting the Team Manager in achieving operational excellence and positive outcomes.

What I am Accountable for

These accountabilities are supplementary to the core duties of the Support Worker role.

- Carry out individual and service-level audits as directed by the line manager to ensure compliance with organisational standards, regulatory requirements, and best practice guidelines. Document findings accurately and contribute to continuous improvement initiatives.
- Undertake structured observations of Support Workers during service delivery. Provide constructive feedback and mentoring to support their professional development, ensuring competency frameworks are met and high-quality care is maintained.
- Regularly review and update support plans within the Nourish system to reflect changing needs and preferences of the people we support. Communicate updates promptly to the team and line management, ensuring clarity and consistency in care delivery. Monitor the quality of interactions recorded in Nourish to uphold person-centered standards.
- Assist in the implementation and promotion of digital tools and new ways of working. Support colleagues in adopting technology that enhances service efficiency and improves outcomes for the people we support.
- Serve as a first point of contact for concerns relating to the wellbeing and safety of the people we support. Liaise with families, partner agencies, and internal teams as part of the circle of support. Escalate issues appropriately to ensure timely resolution and safeguard standards.

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How I Operate

We believe that everyone has the potential to grow, learn and make choices

- I actively seek opportunities available to develop myself and my potential
- I do what I say I'll do, take ownership and I am accountable for my actions and decisions
- I understand that we all depend on each other to be successful and I support everyone to achieve team goals
- I seek and give constructive feedback in order to improve what I; and others do

We all communicate in an authentic and confident way that blends support and challenge

- I am empathetic, genuine and human in all my interactions with people
- I treat others with respect
- I actively listen and embrace others points of view
- I represent my true beliefs in a meaningful and appropriate way
- I base my feedback on reliable facts and evidence

We are here to embrace change even when it is complex and uncomfortable

- I recognise my own reaction to change and respond constructively
- I support others appropriately through change
- I know and understand the reasons for change and embrace this
- I ask for clarity if I'm uncertain and communicate what I need

We treat each other and those we support as individuals however difficult and challenging

- I adjust my style to suit the situation or individual and remain authentic
- I know and understand what I need to be at my best
- I seek to understand the needs of others and respond appropriately and respectfully
- I put people we support/customers at the heart of everything I do

We deliver better outcomes by encouraging ideas and new thinking

- I work together with others to get the best outcome possible
- I remain focused on what I am trying to achieve
- I find better ways to deliver what is needed
- I continually think of ways to improve what we do
- I hold myself accountable for the delivery of outcomes

We commit to building a strong and financially viable Turning Point together

- I understand and am aware of the financial impact of the decisions I make
- I am focused on better ways of doing things to create opportunities
- I understand and welcome the need to grow our organisation
- I contribute to building a financially strong organisation in order to reach more people
- I know and understand the wider environment in which the organisation operates: its customers, competitors and suppliers

WHAT I NEED:

Essential:

- Effective communication skills
- Effective organisational skills
- Integrity
- Ability to help the people we support to achieve their goals
- Integrity and ability to maintain professional boundaries and present a professional image at all times when caring for the people we support
- An interest in social care sector ideally in Learning Disabilities
- Ability to use computers to enable digital recording of care plans
- Ability to lead my example and a sense of social understanding
- Previous experience as a Support Worker in the adult care sector, ideally in Learning Disabilities
- Have or be willing to complete NVQ 2/3 or equivalent in care

Skills \ Knowledge