

# Support Worker Job expectations



## PEOPLE:

- Working with people that we support and ensuring that all necessary support plans are followed, paperwork is updated and regularly reviewed as required to meet peoples needs.
- Actively participate in my own supervisions, OPR's, learning and development and of my own health and wellbeing plan.
- Be engaged as part of the wider team to ensure team effectiveness and create a positive working culture including early involvement in the induction and upskilling of colleagues
- Working In a person centred way that contributes to the quality of life and advocating for the people we support and their rights as equal citizens
- Will take action to safeguard the health, safety and wellbeing of people we support, staff and others

## PROCESS:

- Requesting annual leave within the operational needs of the service
- Adhering to the rota
- Completing all mandatory compliance training
- Ensuring support paperwork is complete in a concise and professional manner and reviewed within the correct timeframe.
- Effective handovers are completed.
- Recording and reporting of any incidents, safeguarding, health and safety concerns
- To undertake any other reasonable duties as requested by line manager



*...Ensuring quality, effective and safe service delivery and care for the people we support*

## WHAT I AM ACCOUNTABLE FOR:

- The delivery of high quality, effective, safe and individualised support
- Raising any safeguarding concerns
- Adhering to internal compliance and governance; and external regulatory frameworks
- Adhering to organisational policies and procedures
- My own personal development to ensure I have the skills to do the role
- Managing my own Health and Wellbeing to ensure I can do my role
- Awareness of and adhering to Turning Points code of conduct

## HOW I OPERATE:

### Values Led Leadership

- Role modelling our values
- Act as an ambassador for the organisation
- Ability to be flexible and adaptable
- Ability to work as part of a broader team
- Ability to learn and reflect
- Understanding and respecting that you are working within someone's home

## WHAT'S IN IT FOR ME:

- Career pathway and development
- Pay progression
- Enhanced benefit package
- Being part of a learning organisation that shapes our vision and values to make a positive difference to peoples lives

## WHAT I NEED:

### Skills \ Knowledge

- Compassion, energy, enthusiasm
- Good written & verbal communication skills
- Knowledge of IT / digital systems
- Understanding of the Health & Social Care sector with specialist knowledge as required