

Job Description

Job title: Support Worker

Reports to: Support Manager

The purpose of the role:

- To work within a team to provide care and support services for adults with learning and/or physical disabilities, and/or behaviours that may challenge; which aims to maximise the potential of individuals in line with ordinary life principles.
- To support, empower and enable clients to lead fulfilling lives and to help them grasp all the available opportunities to integrate smoothly into the local community. Where possible the focus of support is to be on increasing a client's independence through guidance, role modelling and teaching.

Main responsibilities:

1. To provide direct practical, emotional and where applicable personal care, support to clients, ensuring that the identified needs of the person are met in order to:
 - Support clients to participate in all activities as per their individual support/care plan including personal hygiene, meal preparation, domestic and tenancy related tasks, budgeting and personal finance.
 - Support clients to access a varied range of leisure and educational activities in the local community, participating with these activities if appropriate and required, and to assist and encourage clients to perform a variety of practical tasks (e.g. cooking, shopping, laundry, and housework) as per individual support/care plan.
 - Facilitate and support clients in decision making, promoting choice and involvement giving full regard to initiatives aimed at promoting client empowerment
2. To enable clients to gain access to information that promotes their welfare and develops their decision making skills and to encourage and stimulate clients to make the most of their abilities through informed choices and new experiences.
3. Consistently apply non-aversive strategies developed in response to challenging behaviours, and contribute to the review and development of any such strategies.
4. Working alongside the client to explore and create opportunities for social and leisure activities.
5. Introduce service users to a range of facilities and amenities in the local neighbourhood and wider community.
6. To contribute to annual client reviews and maintain progress records by writing in the conversation book/client contact sheets/client's personal file after every visit.
7. To liaise and work with important individuals within the client's life, including parents, carers and health and social service professionals.

8. To support the client in maintaining a safe environment in accordance with the Purple Oak Support Health and Safety Policy, immediately reporting any incidents to the Support Manager.
9. Where appropriate to support the client maintaining a positive living environment.
10. To draw to the immediate attention of the Support Manager any problems or changes in a client's health and/or behaviour.
11. To assist clients to maintain important friendships and family links as well as helping clients to form new relationships.
12. To enable the client to establish and maintain amicable relationships with the general public so as to increase their understanding of people with a learning disability.
13. To support clients to develop independent links with local facilities to make effective use of the services in the organising of suitable leisure activities and other opportunities (i.e. employment).
14. To actively participate and contribute to team meetings.
15. Liaise and co-ordinate with other team members to provide a cohesive, high quality service.
16. Share with other team member's previous experience, skills and knowledge, which may be relevant to the team in providing its service.
17. Assist work of the team, by providing cover during absence, vacancies, or at times of pressure and need.
18. To adhere to all Purple Oak Support's Policies and Procedures; and in particular adhering to and promoting good practice regarding (a) confidentiality; (b) Health and Safety of self, colleagues and clients, (c) medication and (d) equality of opportunity.
19. To undertake any other duties that may be reasonably required from time to time.

This job description is not intended to be a complete list of duties and responsibilities, but indicates some of the main areas attached to the post of Support Worker

This job description may be amended from time to time, to take in to account changing trends in relevant legislation, together with Employment Law.

Person Specification

Job Title: Support Worker

Location: Andover, SP10

Criteria or Competency	Essential or Desirable
Skills / Knowledge / Competencies:	
Proven ability to work on own initiative and as part of a team.	E
A commitment to a service which provides support to vulnerable individuals, and which is respectful and according to the individuals' wishes.	E
Good communication skills (written and verbal). Ability to communicate effectively with clients, colleagues, Managers and a range of professionals.	E
Commitment to training and development.	E
Flexible and innovative approach to working.	E
Decision-making and problem-solving skills.	E
Experience:	
Previous experience in caring for/supporting people, particularly with a Learning Disability (LD).	D
Knowledge:	
Knowledge and understanding of issues relating to people with learning disabilities.	D
Specialist training provided for specific client's needs.	D
Knowledge of therapeutic and non-aversive care models.	D
Working knowledge of Health and Safety issues.	D
Knowledge of care planning systems.	D
Approach:	
Caring manner - A sensitivity to the needs of others, to value the rights of people with a LD and to always treat clients with respect and dignity.	E
Confidentiality - To regard all personal matters pertaining to the clients and staff as strictly confidential; confidential information must only be disclosed to the Operational Manager and/or Co-ordinator who will advise on any action that needs to be taken.	E

Criteria or Competency	Essential or Desirable
Responsibility - A strong sense of responsibility and commitment to enable vulnerable clients develop as unique individuals.	E
Qualifications: Health and Social Care QCF Level 2 Willing to work towards qualifications	D E

E = essential criteria/competency for the post
 D = desirable criteria/competency for the post