

## ROLE PROFILE

<b>ROLE TITLE</b>	Support Worker
<b>JOB FAMILY</b>	Care & Support
<b>GRADE</b>	Support Worker
<b>ACCOUNTABLE TO</b>	Scheme Manager / Foyer Manager or Team Coordinator / Deputy
<b>ACCOUNTABLE FOR</b>	N/A
<b>BUDGET RESPONSIBILITIES</b>	N/A

### JOB PURPOSE

To provide high quality individualised outcome focused care and/or support to service users.

To enable service users to improve their quality of life, including mental and physical wellbeing. Support service users to develop their skills and to be as independent and in control of their life choices as possible.

### ACCOUNTABILITIES & RESPONSIBILITIES

1. To provide person centred care and/or support for service users to the required standard in areas including but not limited to personal care; maximising physical and mental wellbeing, personal safety, participating in the local community; household living skills and money management; promoting positive participation and inclusion at all times. To be able to work positively with vulnerable people including young people and those with disabilities. To support people to reach to reach their goals and aspirations.
2. To treat service users with dignity and respect, communicating effectively to meet their diverse needs.
3. Work in line with the L&Q values and their competencies
4. To develop support plans based on risk assessment and risk management as required and to support service users to meet their needs, goals and aspirations and support agreed outcomes within the support plan
5. To take appropriate action to ensure compliance with all statutory requirements, performance standards and L&Q policies and practices.
6. To ensure a clean, safe and secure environment in line with the required health and safety standards for the service.

7. To ensure that L&Q and Local Authority Safeguarding policies and procedures are followed and managed effectively in order to promote the wellbeing of children, young adults and vulnerable adults.
8. To contribute to the effectiveness of the team and the service through effective team working and communication.
9. To maintain up to date computerised and manual records including contact sheets, support plans and service user information.
10. To work in partnership with other L&Q services, professional agencies and stakeholders, as needed in order to achieve a high quality service.
11. To participate in training and development activities and relevant meetings as determined by the manager.
12. To undertake other duties as allocated by the manager.

**Where appropriate to the structure of the service:**

13. To work shifts including sleep ins and waking nights, where required
14. Leading designated shifts as required being responsible for the effective handover at the end of shifts.
15. To take responsibility for taking an overview of support delivery for designated clients
16. Implement safe lone working practices, including local procedures as required
17. Support service users to take their medication
18. Personal care
19. Participate in service based on call services
20. Work across one or more services
21. Transfer to other services or schemes when there is a business need to do so

<b>TECHNICAL COMPETENCIES</b>	
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ 2 or willing to work towards Diploma in Health and Social Care</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Knowledge/awareness of the needs of the specific client group.</li> <li>• Knowledge of practice issues relating to the specialist area of service.</li> <li>• Awareness of health and safety requirements including guidance for lone working</li> <li>• Knowledge of benefits/entitlements system</li> <li>• No direct experience required but able to evidence transferrable skills relevant to the client group.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills</li> <li>• Sufficient numeracy and literacy to complete handovers, write simple reports and log incidents</li> <li>• Sufficient IT skills to be able to update records on organisational database</li> <li>• Able to demonstrate a person centered approach when working with individuals and groups.</li> <li>• Able to work in partnership with residents and other professionals.</li> <li>• Able to make effective crisis management interventions</li> <li>• Able to work flexibly in line with staffing/rota requirements of the scheme</li> <li>• Able to work effectively as part of in a team</li> <li>• Able to devise assessment and care planning</li> </ul>
<b>Personal Attributes &amp; other requirements</b>	<ul style="list-style-type: none"> <li>• Fitness to carry out the function of post which may include moving and handling ; use of hoist, wheel chair and personal care, cooking, cleaning, shopping, leisure, educational &amp; employment activities.</li> </ul>

<b>OTHER REQUIREMENTS</b>	
<b>Essential Car User</b>	This role does not require the post holder to hold a full UK driving licence and have access to a vehicle.
<b>DBS</b>	<p>This role requires the post holder to have close contact with children/vulnerable adults overnight or for three or more days per month.</p> <p><u>Terms of reference</u>            Children – anyone under the age of 18            Vulnerable adults – people with mental health needs, a disability of any sort, behavioural problems, older people and victims of abuse.            Close contact – unsupervised access to the individual or access to sensitive records regarding the individual.</p>
<b>Business Continuity</b>	This role has not been identified as an Essential Business Continuity Role.
<b>Evenings and Weekends</b>	This role requires the post holder to work on a flexible basis as required by the service. This may include evenings, waking nights, sleep ins and weekends.

<b>L&amp;Q VALUES – SHARED BY EVERYONE</b>	
<b>People</b>	We care about the happiness and wellbeing of our customers and employees.
<b>Passion</b>	We approach everything with energy, determination and enthusiasm
<b>Inclusion</b>	We draw strength from our differences and work collaboratively.
<b>Responsibility</b>	We own problems and deliver effective, lasting solutions
<b>Impact</b>	We measure what we do by the difference we make.