



Job Description & Person Specification

Job Title: Support Worker

Reporting to: Team Leader

Job Purpose

To provide assistance with personal care / support and other daily tasks to customers with a learning disability within their homes. To work in partnership with customers maximising independence, encouraging choice, participation and motivation adhering at all times to the values of the organisation.

Key Responsibilities

- To undertake personal support and daily living tasks as agreed with the customer, their family and professionals involved with the individual support plan.
- To provide customers with opportunities to express their preferences as to the way that support tasks are carried out.
- To contribute to effective communication with customers, their relatives, friends and other members of staff, ensuring the continuity of quality and safety in the provision of support services.
- To communicate regularly with the Team Leader and Care & Support Manager, in particular regarding changes to the customer's condition or circumstances.
- To encourage customers to maintain maximum independence, taking into account their physical and emotional condition and to stimulate their participation in the running of the service.
- To complete all documentation, including daily check lists, support diaries, MAR chart (where applicable) and timesheets.
- To support customers to maximise their independence and access local facilities and opportunities including recreational, educational, social and leisure.
- To encourage customers to develop domestic skills and to support them in food preparation, encouraging healthy choices. Pay particular attention to routine tasks such as attention to care of clothing, personal hygiene and the co-ordination of dates and practical arrangements around customer's visits to relatives and access to leisure activities.
- To help customers with mobility problems and other physical disabilities and to assist in the use of support aids and personal equipment.
- To comply with all health and safety policies and procedures.
- To participate in supervision, staff meetings and training activities as required.
- To be responsible for maintaining and improving own knowledge and skills through experience and training.



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- To undertake additional responsibilities as requested by management following the successful completion of specific training and personal skills development.
- To undertake any other reasonable duties requested.

Person Specification:

ESSENTIAL	DESIRABLE
Basic level of numeracy and literacy	NVQ level 2/3 in care
Commitment to learning, training and professional development	First Aid training
Willingness to obtain NVQ level 2 in care	Basic Food Hygiene Certificate
Discreet and able to maintain confidentiality	Understanding of the Mental Capacity Act
Able to attend relevant meetings and training which may be held at different locations	Previous experience or providing personal care / support (paid or unpaid) to adults with a learning disability
Ability to travel to cover work allocated on the rota	Full driving licence and car owner

Key Competencies Required for the Role:

- Ability to lone work and as part of a team
- Ability to establish and maintain professional working relationships
- Ability to communicate effectively with a range of people
- Ability to work flexibly and creatively with customers and families
- Ability to complete and maintain accurate records