

**Policy Document No: Per 1.1.1****Support Worker (Supported Living Services) Job Description****Job Title:** SUPPORT WORKER (SUPPORTED LIVING SERVICES)**Responsible to:** Assistant Community Support Manager**Brief description of job:**

To work as a Support Worker within supported living services. To provide a link between support workers and team managers, to ensure that people we support receive a high quality, outcome-focussed, personalised service which meets their needs. This will enable people to enjoy a fulfilling and valued life, to participate and to achieve their personal goals and desired outcomes.

**Core Expectations:**

- 1 To provide care and support for individuals using Hesley Group services as part of a care team with supervision from Assistant Community Support Managers.
- 2 To offer unconditional positive regard to people using Hesley Group services, to develop and sustain warm and trusting relationships with individuals.
- 3 To ensure that the medical needs of the people who use our services are met at all times, witnessing the administration (and administration itself only when competently trained and authorised by a Senior Manager to do so) of prescribed medication in accordance with individual's care plans and Group policy.
- 4 To build and promote good relationships and communication with people who use our services and staff.
- 5 To work in person centred manner ensuring people who use our services are as independent as possible when promoting personal healthcare and physical, emotional and financial well-being. This may include giving of personal care, such as helping with bathing and using the toilet.
- 6 To do everything possible to maintain a safe, clean and enjoyable environment for the people who use our services to live in.
- 7 To remain vigilant and do everything possible to protect people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- 8 Support and assist people who use our services in maintaining and developing personal relationships with family, friends and others of importance to their lives.
- 9 To attend and take an active part in all scheduled training, to acquire the necessary skills, knowledge and qualifications required to effectively fulfil the role.
- 10 To support people who use our services who may exhibit challenging behaviours, safely and supportively, by using the skills and approved approaches learnt through training; promoting positive behaviour management.

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- 11 To support people to enjoy a wide range of activities within the home and community which meets their needs. To support people in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of each individual. To enable people to access social, leisure, work and educational opportunities.
- 12 To keep clear, accurate and appropriate records in line with policies and procedures.
- 13 To attend meetings, check communication books, electronic communications/e-mails, notice boards, diaries and pigeon-holes daily to actively seek relevant communications.
- 14 To drive the car of a person we support if required and qualified to do so.
- 15 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.
- 16 To remain vigilant and do everything possible to protect people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

**Health & Safety:**

In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services.

This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

**Most demanding aspect of the role:**

Being a Support Worker at Hesley Group is a rewarding job. It can be demanding and may involve working unsociable hours. Some aspects of people who use our services' behaviours can be challenging and it is important to be able to work as a team and deal effectively with the stresses that surround this. A successful Support Worker will empower people who use our services to make choices about their lives and enable them to fulfil their full potential.

**This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. Hesley Group, therefore, expects all staff and volunteers to share this commitment.**

**This post is subject to an enhanced level DBS Disclosure and Barring Check, including a check against the "Barred List" in respect of the Adults Workforce.**

Prepared by Human Resources Dept. .... Date: 2/6/22