**Job Profile**

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| Job Title: | Apprentice Support Worker | Location/Service: | Meadow View |
| Department: | Care | Reports To: | Care Manager/Deputy Care Manager (or Team Manager/Team Leader) |
| Responsible For: | N/A | Budgetary Responsibility: | N/A |
| Level of DBS Check Required: | Enhanced DBS | Expected Regulatory Responsibility: | N/A |
| Does the role require travel to multiple sites? | No |
| Purpose: | | | |
| An Apprentice Support Worker is responsible for supporting people who use our services with their physical and emotional care. This involves working as part of a team to maintain a stable, happy and caring environment that puts the health, safety and welfare of people who use our services first. Basic but vital parts of this include regular and punctual attendance at work, the need to act professionally and to be a good role model. Apprentice Support Workers may be required to work in any part of the service. Apprentices will attend college 1 day per fortnight working towards an NVQ Level 2 in Health and Social Care. | | | |
| **Key Role Responsibilities/Accountabilities:** | | | |
| • To learn about the individual needs of people who use our services and help meet those  needs in the most appropriate way; to assist in the person centred planning process and promote  their choices.  • To encourage people who use our services to do as much for themselves as possible whilst providing  support, as needed, within formal/informal learning settings  (vocational/leisure/residential/community).  • To make sure healthcare/medical needs are met at all times, including medication administration.  • To build and promote good relationships and communication with people who use our services and  staff.  • 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 supporting personal care, such as helping with bathing and using the toilet.  • To do everything possible to maintain a safe, clean and enjoyable environment for the people who  use our services to live in.  • 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.  • Support and assist people who use our services in maintaining and developing personal relationships  with family, friends and others of importance to their lives.  • 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.  • 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.  • To keep clear, accurate and appropriate records in line with policies and procedures.  • To attend meetings, check communication books, electronic communications/emails, notice boards,  diaries and pigeon-holes daily to actively seek relevant communications.  • To know where Hesley Group policies are kept and to be aware of and follow their contents.  • To attend for work reliably and punctually.  • To be, or assist, a ‘Keyworker’ for an individual person using our services.  • To drive a minibus if required and qualified to do so.  • To work optional overtime.  N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. | | | |
| Legal and Statutory Responsibilities for all Colleagues: | | | |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of  neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and  Whistleblowing policies.  Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.  Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date.  Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role.  Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times.  Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development. | | | |
| Person Specification: | | | |
| Knowledge:   * Knowledge of general health, safety and wellbeing issues within the workplace * An awareness of equal opportunities and actions or situations that might be considered as   discriminatory  Abilities and Skills:   * Ability to go wherever the people we support go and to carry out appropriate physical interventions if required to help the people we support (appropriate training will be provided) * Ability to communicate clearly with others and form appropriate and positive relationships * Ability to read, understand and write clear and accurate short reports * To take part in training and implement into working practices * To work effectively as part of a team * Ability to attend work punctually and reliably * Ability to work evenings, weekends according to current duty rota   Qualifications:   * A minimum of Level 1 in Maths and English is essential for this apprenticeship with a requirement to upskill to functions skills level 2 if Level 4’s have not been achieved   Desirable:   * Clean, current car driving licence (where minibus driving required) * Experience of working effectively as part of a team | | | |
| Our Values and Key Attributes: | | | |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.  Our Values  A black and orange text  Description automatically generated  We put the people we support, families and colleagues at the centre of all we do.  A black background with blue text  Description automatically generated  We recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.  A blue circle with a white house in the middle  Description automatically generated  A pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.  We embrace a culture of trust and safety so that each of us can perform to our best and thrive.  Universal Attributes  A close-up of a logo  Description automatically generated  Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.  A close-up of a logo  Description automatically generated  Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.  A close up of a sign  Description automatically generated  By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.  A close up of a logo  Description automatically generated  We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. | | | |

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| **Last Updated By:** | Emma Piper – Head of Recruitment | **Date:** | 08/09/2025 |