



Job Profile

Job Title:	Support Worker	Location/Service:	Adult Services
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:	No
Does the role require travel to multiple sites?	No		

Purpose:

A 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. A Support Worker may be required to work in any part of the service.

Key Role Responsibilities/Accountabilities:

- To learn about the individual special 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 giving of 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 overtime if requested.
- To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

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:

Essential:

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 (and overtime if required) according to current duty rota

Qualifications:

- In the absence of a Diploma or Degree qualification at Level 4 or above, a MINIMUM of Level 2 Functional Skills in English and Maths (or GCSE A*-C English and Maths/GCSE Grade 4 or higher from 2018) OR The achievement of Level 2 Functional Skills Award by the end of the six-month probationary period for which support will be provided.
- NVQ Level 2 in Health and Social Care/Diploma in Health and Social Care Level 2 (this must be achieved within 2 years of appointment to post)

Desirable:

- Clean, current car driving licence (where minibus driving required)
- Experience of working effectively as part of a team

Knowledge:

- General understanding of autism/learning disabilities and how it can affect an individual

Qualifications:

- NVQ Level 3 in Health and Social Care/Diploma in Health and Social Care Level 3

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



Putting People First

We put the people we support, families and colleagues at the centre of all we do.



Passionate About Quality

We recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.



Progress Focused

We are passionate about improving lives and work together to enable the people we support to achieve their aspirations.



Prioritising Safety

We embrace a culture of trust and safety so that each of us can perform to our best and thrive.

Universal Attributes



Positive communication

Communication is a two-way street; as well as honesty, we actively listen so we can understand the needs and views of others.



Collaboration

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.



Open mindset





By taking a non-judgmental approach, we can demonstrate empathy and be seen as approachable, while respecting the culture and opinions of our peers.



Accountability

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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