

JOB DESCRIPTION

Job title	Support Worker
Department	Operations & Development
Grade	C
Hours	Various allocated shifts including weekends and bank holidays.
Job Purpose	
<ul style="list-style-type: none"> • To provide support that enables the people we support to achieve the outcomes of their individual Person Centred Plans • To carry out all aspects of the role within the guidance of the Walsingham Staff, Dignity & Personalisation Charters and the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers. • To carry out all aspects of the role within the guidance of the Organisation’s vision, mission, ethos and values, enabling the people we support to maximise their independence, choice and control. 	
Responsibilities	
Support	
<ol style="list-style-type: none"> 1. To actively support person centred planning with each individual, ensuring that support plans are tailored to meet individual needs and wishes, identifying opportunities that promote growth and development for the people we support. 2. To provide support in line with individuals support plans and service aims & objectives. This may include but is not limited to personal/intimate care; support with daily living; managing finances; maintaining relationships; supporting social/community involvement; supporting education & employment and undertaking activities and holidays. 3. To actively support each individual to manage their health needs, e.g. administration of medication, attendance at appointments, supporting dietary needs and through monitoring, recording and reporting changing needs as appropriate. 4. To facilitate and empower independence by encouraging and promoting participation in all aspects of daily life, to enable the people we support to develop skills and do as much as they possibly can for themselves. 5. To develop an understanding of each person’s communication needs and styles, in order to facilitate effective communication, enabling the people we support to make their own informed choices, communicate their own wishes and be “listened to” whatever their means of communication. 6. To be willing to take an active role in the spiritual and cultural needs of the people we support according to the individual’s beliefs, wishes and customs. 7. To ensure all support provided preserves and respects the dignity and privacy of the people we support. 8. To undertake key working responsibilities for a designated individual and/or actively participate in the key working process if required. 9. To take responsibility in ensuring that every individual we support is safeguarded from harm, abuse, and unnecessary risk. 10. To ensure appropriate care is taken in relation to the use of equipment (service and individual) and personal belongings of the people we support. 	
Policy, Legislation and Administration	
<ol style="list-style-type: none"> 11. To have an on-going understanding and to adhere and follow all relevant organisational policies, procedures and best practice guidelines in relation to Health and Social Care Standards, and local contractual arrangements. 12. To ensure all work by both yourself and others is safely carried out within organisational policy and the Health & Safety at Work Act (1974). 13. To ensure Risk Assessments are undertaken, recorded, delivered and regularly reviewed. 14. To ensure all records are updated and maintained accurately, in line with Confidentiality and Data Protection policies, legal and contractual requirements and service level arrangements. 15. To report any significant issues, notifiable events or concerns through appropriate channels as outlined in the relevant policy and procedure. 16. To accurately record all financial transactions in line with relevant organisational policies and procedures. 	
Relationships & Communication	
<ol style="list-style-type: none"> 17. To develop professional relationships with colleagues, families, other stake holders; partner organisations and regulatory bodies 18. To attend external meetings as required, representing the organisation in a professional manner. 19. To work as part of a team; communicating effectively, taking responsibility for leading shifts as required; following direction from the shift leader and ensuring all necessary tasks are completed. 20. To attend and participate in team meetings, supervisions, appraisals and training as required. 21. To respect and understand people’s needs in relation to: gender (including gender identity), age, sexual orientation, race, religion or belief, and disability. 	
General	
<ol style="list-style-type: none"> 22. To travel to allocated locations and if required drive service/people we support’s vehicles, completing relevant checks and records in relation to travel undertaken. 23. To undertake lone working, night sleep in duties and on-call arrangements as required in the service specification. 24. To take responsibility for your job description and an active role in determining and meeting your development needs. 25. To carry out any other duties that are within the scope, spirit and purpose of the job, its title and are requested by the post-holder’s line manager. 	

PERSON SPECIFICATION FOR SUPPORT WORKER – DRIVER

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications & Training (i.e. the level of education & professional development that the job requires)	<ul style="list-style-type: none"> • Must be able to gain an appropriate Level 2 or 3 Social Care qualification in line with the organisation’s Strategic Aims 	<ul style="list-style-type: none"> • Appropriate Level 2 Social Care qualification
Legal Requirements	<ul style="list-style-type: none"> • To achieve and maintain a satisfactory Enhanced Disclosure and Barring Service Certificate • Ability to provide evidence of right to work in the UK • Must be 21 or over and have held a full manual driving licence valid for driving in the UK for a minimum of 2 years as per Walsingham Insurance requirements. 	
Experience (i.e. the quality or quantity of different experiences that the job requires)		<ul style="list-style-type: none"> • Experience of working within a care/support setting • Experience of working with adults with learning disabilities
Knowledge, skills & competencies (i.e. the specific skills and knowledge that the person is required to bring to the job and the behaviour that is needed for effective performance)	<ul style="list-style-type: none"> • Good written and verbal communication skills • Good interpersonal skills • Good listening skills • Good team skills, but also possess the ability to sometimes work alone • Good organisational skills • Good planning, prioritising and monitoring skills • Good decision making skills • Good numeracy skills • Basic I.T. skills (or ability & willingness to learn) 	<ul style="list-style-type: none"> • Knowledge and experience of Microsoft Word, Excel, Outlook and Internet
General attributes (i.e. aspects of the personality & beliefs that are required to carry out the post effectively)	<ul style="list-style-type: none"> • Ability to support, empower and promote the rights of people with learning disabilities • Ability to build positive relationships with a variety of people • Ability to deal with confidential information and material appropriately • Problem solver • Self-motivated • Adaptable • Possesses a set of personal values that is compatible with the organisations values and ethos • Ability to take the initiative where appropriate 	
Other	<ul style="list-style-type: none"> • Ability to adapt working style to meet needs within an ever changing environment • Ability to carry out physical aspects of the role such as using hoists, pushing wheelchairs, supporting service user activities etc. • Ability to work a variety of shifts across a 24 hour day, 7 day week, 365 day year rota • Ability to support people on holiday both in the UK and abroad • Ability to travel reasonable distances for training, meetings etc. 	

COMPETENCIES OF ROLE

COMPETENCY	EXPECTATIONS
<p>Achieving Results: Prioritising / Planning & Business Development: Identifies how a person works to meet their targets, support their own and team / organisational objectives & actions and works towards a high standard of service delivery</p>	<ul style="list-style-type: none"> • Always works to policy and procedure, completes work to a high standard and looks to work above the required level. • Understands how their role fits in to the work of the organisation and how each worker's performance impacts on the organisation. • Is able to meet deadlines set by the manager and plans their day effectively to meet the needs of the people we support and tasks to be completed. • Sees themselves as a representative of Walsingham and takes opportunities to promote Walsingham in all external arenas. • Is aware of local and organisational plans, takes an interest in the content and their work shows a commitment to their achievement.
<p>Values / Equality and Diversity Demonstrates and evidences treating everyone as equals recognising everyone's own skills, qualities & individuality.</p>	<ul style="list-style-type: none"> • Works hard to fully understand and meet people's needs across all level of need and background. • Makes efforts and attempts to communicate fully with the people we support using their preferred method of communication. • Keeps the person at the centre of everything they do, ensuring that person centred plans / targets are understood and there is a commitment to achieving them.
<p>Meeting Customer Needs & Achieving Outcomes This promotes Walsingham values and ethos through a desire and willingness to respond effectively and efficiently to the needs of internal and external customers. Continually looking to improve quality and achieve outcomes.</p>	<ul style="list-style-type: none"> • Understands what Walsingham's work is about and is able to communicate this effectively to customers. • Always presents themselves in a positive way. • Actively listens to what the customer wants / needs and is committed to having those needs met through their own work and that of their colleagues.
<p>Problem Solving & Decision Making The ability to view a problem positively, seeking and presenting solutions with a view to learning to improve future practice. An ability to make informed decisions and seek advice and support to make decisions where required.</p>	<ul style="list-style-type: none"> • Is able to absorb information in support plans, policies etc. and can then make reasoned decisions using such information. • Can effectively problem solve, has a solution led approach to improving delivery and can support the manager in their solution led practise. • Able to appropriately / professionally challenge a decision if they feel there is a better way and can accept explanations of why a change is being implemented even if they do not fully agree with it.
<p>Relationships and Teamwork The ability and desire to work in harmony with colleagues across Walsingham, seeking positive outcomes & solutions and working towards agreed targets and objectives. Supporting colleagues and taking on appropriate levels of accountability and responsibility. Able to communicate effectively to everyone both internally and externally</p>	<ul style="list-style-type: none"> • Works cohesively with colleagues within the service and the organisation. • Works in a positive manner to promote team work. • Shares ideas and supports colleagues where appropriate with workload or guidance. • Is reliable and punctual, taking on responsibility and tasks.
<p>Technical Knowledge The ability to understand the remit of the role and evidence the technical knowledge and ability required within that role.</p>	<ul style="list-style-type: none"> • Has a good understanding of their role, the responsibilities of it and the standards of work expected. • Attends and fully participates in all training required of them locally and organisationally and constantly seeks to improve their knowledge and performance though all method of learning.
<p>Learning from experience and developing practice The ability to improve own practices through reflective review and to analyse own performance to inform future development. Is committed to learning and developing own practice as well as supporting development in others.</p>	<ul style="list-style-type: none"> • Identifies where they need to improve their own skills and performance. • Able to ask for help in learning and improving. • Is able to recognise where improvement in the service may benefit individuals.