



Job Description

Post: Support Worker

Grade: Level 1 (Dependant upon level of qualifications and experience)

Dept: Services

Report to: Service Manager

Purpose

- a) To provide a customised, responsive and high quality service for people who have sensory impairments and / or learning disabilities or additional needs. Enable the client opportunities to access learning and leisure opportunities in a variety of settings, within the local community.
- b) To empower the person to live as independently as possible with appropriate levels of intervention and support.

Key Responsibilities

1. To assist in enhancing existing communication skills by ensuring that constructive and total communication is used at all times, at a level and pace to suit the needs of each client. For persons with sensory impairment – to act as their eyes and ears at all times, relaying what is seen and heard, including spoken contributions, non verbal and environmental information. This may include indicating who is and who is not present, people's appearance, facial expressions / body language and what is happening around them.
2. To advocate, where appropriate, on the clients behalf, whilst always ensuring their right to privacy, dignity, choice and respect.
3. To maintain accurate, up to date and comprehensive records regarding the person's development and well-being. This is also to ensure that the planning process is relevant and that we are responsive to the changing needs of the person. To attend service review meetings and provide service review information when required. To attend regular staff meetings and training as required.
4. To help maintain constructive contact family and other significant people involved in the care and well being of the person.

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5. To implement the person's development or care plan, in a manner that is consistent with their culture, gender and age. This will entail arranging and accompanying the person on leisure activities and to appointments. To escort the person (On foot, public transport or in vehicles) outside of the home, activities, including shopping. Clubs or other activities of the person choice. This may mean supporting them to make arrangements. Where a person cannot get out to do their shopping staff persons may be requested to do so on behalf of the client.
6. To work a flexible hours system, which could include evenings and weekends. (Evening and weekend work will be arranged in advance to give maximum notice to staff.)
7. To maintain an awareness of good practice, so that a high Quality and responsive services can be maintained.
8. To comply with One to One Support Services policies and procedures, whilst actively promoting the principles of equal opportunities and working in a manner that maintains a safe, healthy and supportive environment for staff and service users at all times. Our services work with vulnerable people and it is therefore essential that our staff cooperate fully with all monitoring procedures.
9. To visit the person in their home and provide access to correspondence and other written information, to assist with letter writing and making telephone calls. To act as companion to the person, providing news, information and assist them to access other services.
10. To act as a communicator for the person as appropriate. To support the person with the above activities and services through utilising good communication skills. To assist them with their additional needs in line with their care plan.
11. To accompany service users whilst doing social activities and to work alone on own initiative.
12. Where stated in the persons care plan to assist and support with personal care and when trained to do so assist / prompt with medication.
13. The support may include personal care for the individual.
14. To carry out any other duties consistent with the nature and Grade of the post.
15. Work may be in the form of hourly work and or `sleep ins` and or `night wake` duties.

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