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| **Job Title: Support Worker** **Reports to: Service Manager/Deputy Service Manager/Senior Support Worker**  |
| **Overall Purpose:** To support vulnerable adults with different needs in a person centred and dignified way to help them get what they need and want from the service to make their day enjoyable and meaningful  |
| **Responsibilities & Outcomes** | **Skills & Experience** | **Behaviours** |
| **Key Responsibilities:** * To give practical support to clients, encouraging involvement and independence and providing a high quality service through 1-1 work, group activities and outreach.
* To help plan, deliver and lead activities that meet the needs of clients
* To share ideas and concerns about issues, good practice and new opportunities for the good of the team and the service
* To understand and apply all relevant policies, procedures and processes for the safety and well being of clients and staff.
* To administer medication when required safely and correctly
* To provide intimate personal care to clients in a careful, consideration and respectful way at all times

**Key Outcomes:** * To ensure safe, appropriate and needs-led services are provided
* To contribute towards service improvement and sharing good practice through regular feedback
* To ensure support plans and records are up-to-date, complete and accurate, involving clients, families and carers
* To take responsibility for learning and applying learning to improve services
* To respect the dignity and confidentiality of clients and their families/carers.
 | **Essential*** The ability to show initiative and take responsibility for actions
* The ability to work flexibly and co-operatively as part of a team with the willingness to assist others
* Excellent inter-personal and communication skills with the ability to listen and understand the views of others and build effective relationships
* Ability to write clearly and maintain records including support plans
* Personal resilience and the ability to manage a degree of stress associated with the nature of the role and the service
* Previous experience or an understanding of support work.
 | * Being helpful, co-operative and positive in everything we do
* Treating people how we would like to be treated
* Communicating clearly, listening to others and giving and receiving feedback constructively
* Taking personal responsibility for what you do and the impact
* Being person centred and challenging others who aren’t
* Being honest and doing what we say we’re going to do
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| **Desirable*** An understanding of the needs of vulnerable adults with complex needs and the motivation to provide support that makes a difference
* Experience of supporting or working with vulnerable adults in a paid or unpaid capacity.
* The ability to amend and update computerised records.
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| **Qualifications:*** Relevant NVQ/QCF qualification or the ability and willingness to study for one
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| **Other** |
| Driving Licence | preferable |
| Mobile working | some |
| * On call as required
* This post is exempt under the Rehabilitation of Offenders Act 1974 (as amended). Due to the nature of the role and tasks, you will be expected to undertake an Enhanced Disclosure & Barring check as part of the recruitment process
* Commitment to equality & diversity
* Commitment to own and others health and safety
* Commitment to personal learning and development
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You are also required to undertake any other duties within your capabilities that may be reasonably required