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**JOB DESCRIPTION**

### Title: Support Worker

### Department: Learning/Intellectual Disability & Autism

## Reports to: Team Leader

# Main function: The delivery of quality care and support to the people who use our services within Inspire supported living, day care, outreach and residential services for children and/or adults with intellectual disabilities, Autism, disabilities, mental health difficulties or complex needs.

**Main duties and responsibilities are to:**

1. **Clarity of Purpose**
2. Develop and maintain a trusting and professional relationship with the people who use our services and act in a **supportive and empathetic** manner towards them.
3. Contribute towards a harmonious and therapeutic environment.
4. Support the people who use our services to manage their **physical health, mental health** and **wellbeing** through the development and implementation of an individual support plan.
5. To provide outreach support to children and/or adults in a home environment to support the people who use our services with identified needs.
6. Involve the people who use our services in all aspects of decision making and be sensitive to difficulties encountered by the people who use our services.
7. Under supervision and guidance, deliver care and support which enable residents and tenants to improve or develop social, domestic, personal and community living skills as defined within their personal support and care outcomes plan.
8. Provide care and support by motivating and mentoring the people who use our services in the following areas:
   * To intervene appropriately to resolve situations arising out of conflict or challenging behaviours. This may involve an element of physical risk to the employee; however staff will be fully trained in how to deal with such situations.
   * Housekeeping duties as required e.g. domestic/cleaning skills, meal preparation, shopping and budgeting.
   * To support the resident / tenant to receive or manage their medication where appropriate
   * Maintain contacts and appointments in the community using own transport, where relevant.
   * Liaise with external agencies when required.
   * Maintain standards of hygiene and support in relation to infection control.
   * Assist in planning, organising and participating in individual or group outreach activities both within the Scheme and in the community, including holidays and outings and accompanying the people who use our services as required.
   * Offer advice and support for personal safety and security.
   * Promote positive health choices and healthy life styles.
   * Actively promote the people who use our services involvement.
   * Advocate for the people who use our services as required.
   * To ensure safe custody and appropriate documentation of all monies held on behalf of the organisation.
   * Ensure receipts obtained for all transactions executed on behalf of the organisation or resident / tenant.
   * Participate in completing risk assessments where staff, residents or tenants are likely to be vulnerable.
   * Work towards reducing the stigma experienced with complex intellectual / mental illness.
9. Be flexible and work such hours to meet the needs of the Scheme as are required for the post which can involve evening, overnights and weekend work on a shift/rota basis.
10. Travel to, and work at, other Inspire locations as required.
11. Staff are required to have business class insurance on their own vehicles for the transporting of the people who use our services during working hours and travelling between different services.
12. Staff are required to establish and maintain relationships with people with disabilities that are based on respect and equality and that promote their independence.
13. **Effective Communication**
14. Maintain clear, accurate, timely and complete written records / documentation.
15. Liaise with colleagues and Team Leaders to report and record progress or difficulties, and in particularly any issues of concern, unusual behaviour or deterioration in health and ensure compliance with Incident Reporting procedures as required.
16. Inform Team Leaders and/or significant others on pertinent matters in a timely & professional manner.
17. General administration and/or communication as required for example; sending emails, completing daily notes and reports, answering / making telephone calls.
18. Demonstrate effective listening skills and understanding when engaged by others, having chosen the most appropriate method and forum of communication.
19. Attend, and actively participate in, handovers and team meetings.
20. **Team & Partnership Working**
21. Be an integral member of, and work in close co-operation with, all members of the Inspire Team and representatives of relevant statutory, voluntary and regulatory bodies to assist the the people who use our services to achieve their full potential.
22. Demonstrate an understanding of the critical role of internal and external relationships and recognise and respect the expertise and contribution of others.
23. Proactively share relevant knowledge and skills across the team.
24. Fulfil the role of Co-Key Worker as per the duties outlined in section A. Customer & Client Focus.
25. Proactively seek out opportunities to reach out to the community for the benefit of the people who use our services.

6. Project a positive image and reputation of Inspire in your dealings with others and ensure, by your actions, the on-going confidence of the public.

1. **Ongoing Commitment to Development**
2. Demonstrate a willingness to learn and implement new skills and knowledge to competently fulfil the requirements of the post.
3. Take ownership of your continuous personal development to maximise your potential and contribution, including maintaining your supervision file, Individual Development Plan/Performance Improvement Plan and completed training records/records of evidence.
4. Work with your Line Manager to identify personal strengths and areas for development and set clear and challenging operational, developmental objectives and performance indicators as part of the Performance Management System.
5. Applying your best endeavours to achieve your agreed operational & developmental objectives.
6. Undertake, and participate positively in, essential and appropriate training (internal and external) as scheduled.
7. Participate in, and contribute positively to, supervision and performance management reviews with your Line Manager in an open and receptive manner.
8. Be open to giving and receiving feedback.
9. Understand and use appropriate computer systems and programmes as required.
10. Conduct yourself in a professional, caring, respectful, helpful & courteous manner at all times.
11. Maintain the highest levels of confidentiality at all times, both during and after employment.

**E. Continuous Improvement & Results Delivery**

1. Demonstrate initiative, innovation and contribution to the climate of continuous improvement (eg. self, systems, practices, processes, service delivery, efficiencies).
2. Contribute effectively to a cost conscious and value for money culture.
3. Suggest and present ideas for improvement and be actively involved in their implementation.
4. Plan and organise own work to achieve results that are aligned with personal objectives.
5. Demonstrate the highest standards of commitment, personal accountability & conscientiousness.
6. Seek and give help as required to achieve objectives/overcome barriers.
7. Manage your own time effectively to achieve deadlines.

**F. Leadership**

1. Be aware of, and understand Inspire strategic objectives and how your role and personal objectives contribute to their achievement.

# G. General

1. Members of staff are expected to treat those with whom they come into contact in a courteous and respectful manner in accordance with the Dignity at Work Procedure.
2. Staff are expected to demonstrate their commitment to Inspire by their regular attendance and the efficient completion of all tasks allocated to them.
3. All staff must comply with the Smoke Free Policy and associated procedures.
4. All staff must take care of their own health and safety and that of people who may be affected by what they do (or do not do).
5. All staff must co-operate with others on health and safety, and not interfere with, or misuse, anything provided for their health, safety or welfare.
6. All staff must follow the training they have received when using any work items their employer has given them.
7. Inspire iscommitted to equality of opportunity and to selection based on merit. The Support Worker is required to adhere to Inspire’s Equal Opportunities Policy and associated procedures throughout the course of his/her employment.
8. The Support Worker will endeavour to ensure the on-going confidence of the public.
9. The Support Worker will maintain high standards of personal accountability.

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**This service provision profile is neither exhaustive nor exclusive and may be reviewed and amended in the future to include any other reasonable duties, projects or tasks as may be requested from time to time and to reflect changing organisational requirements, changing staffing levels, etc.**