

**Job title:** Support Worker

**Reporting to:** House Leader

**Based in:** Salisbury or Amesbury but covering approx. 10 mile radius of Salisbury & Amesbury to meet the needs of the service

**Hours of work:** Shift rota pattern, including evenings, weekends and Bank Holidays.

### **Job Summary:**

This position calls for a flexible approach and will involve the delivery of all aspects of care to promote independence at all times, support is aimed at assisting clients to maintain their accommodation and have happy and fulfilling lives.

### **Objectives:**

We provide a personalised service which is always tailored to meet the individual needs of the client. Our Support Workers are fully trained to work with people with Learning Disabilities, Autism and Mental Health.

We work with our clients to reduce social barriers to enable them to live fulfilling lives and achieve their personal goals and aspirations.

### **Key Performance Areas:**

- To provide support to our clients as set out in the agreed support plan and meet the outcomes as set by Wiltshire Council
- To manage a case load and maintain accurate and up to date records
- To promote independence and support clients to reach their goals
- To work in accordance with the objectives and values of Alabaré
- To ensure the service meets CQC standards

### **Responsibilities:**

- To support clients as set out in the support plan, which may include leisure and social activities
- To assist with practical social care tasks in the home, to include menu planning, cooking, shopping, budgeting and money management, benefit claims, managing a tenancy and dealing with correspondence and bills
- To assist with personal care and work towards independence with personal care needs
- To Support and encourage a healthy diet and lifestyle.
- To support with medication and attending medical appointments
- To support with travel training, promoting confidence and independence
- To be responsible for developing support plans and risk management plans within set timescales
- To be proactive in supporting clients achieve their goals and outcomes
- To support clients to build social skills used to develop successful relationships

- To attend and take an active role in staff meetings and client forums
- Promote and support clients to maintain relationships outside of the home with residents' families, friends and within the local community.
- Maintain confidentiality in respect of clients and staff and Alabaré as an organisation at all times.
- Adhere to the Lone Working policy at all times
- To be committed to personal development through appropriate training. For example, statutory requirements and QCF accreditation or equivalent.
- To attend regular supervision and appraisals and be responsible to your Line Manager.
- To attend monthly team meetings and all required training days.
- To report back any changes or concerns in relation to client's needs.
- To maintain the code of conduct and dress code and maintain professional boundaries at all times.
- Work as part of the flexible 7 day week rota including evenings, weekends, bank holidays and sleep ins.
- To adopt a flexible and willing approach to any further duties not listed that may be considered reasonable within the general area of activity
- To work collaboratively with other agencies and services where appropriate
- To cover for other members of the team throughout the whole service, as requested by your Line Manager.

## Other

- To support the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To adhere to the list of general duties contained within the staff handbook.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children's Safeguarding Board and Adult Care guidelines.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The Job Description also forms the basis at annual discussion of the Company's Appraisal Programme.

**Staff Member's Name:** \_\_\_\_\_

**Staff Member's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **PERSON SPECIFICATION**

### **SUPPORT WORKER**

#### **ESSENTIAL QUALITIES**

- Understanding and knowledge of adults with Learning Disabilities, Autism and Mental Health
- Hold a QCF (NVQ) 2 in Care or relevant experience and be prepared to work towards a level 3.
- To complete The Care Certificate whilst in probation.
- Good Knowledge of preparing Risk Assessments and Care plans.
- To be able to cover on a flexible rota to include some evenings, weekends, Bank Holidays and sleep-ins.
- Keen, motivated and proactive.
- Ability to support the Team Leader, Senior Support Worker and your team to ensure case notes are clear, relevant and informative, and that any concerns are raised immediately.
- Ability to use own initiative.
- Ability to work with minimum supervision
- Encourage the clients to work towards achieving their goals
- Excellent interpersonal and communications skills.
- Ability to work as part of a team.
- Excellent time keeping required.

#### **DESIRABLE QUALITIES**

- Understanding the role of a keyworker
- Knowledge of challenging behaviour and epilepsy
- Knowledge of the benefit system.
- Understanding of support and risk management plans
- Basic IT skills
- Knowledge of CQC
- Basic knowledge of the Health and Social Care Act
- Car Driver and use of own car