

Job Description



Support Worker

Responsible to: **Manager**

Accountable to: **Operations Manager**

Description of Role

In this role you will be supporting individuals with complex communication needs and a range of hearing and/or sight difficulties. In some services, the individuals you support will have challenging behaviour and may have some learning, physical disabilities and/or mental health issues.

In different services you could be supporting children, young people and adults to enable them to access their programmes including holidays, arts, sport and wellbeing.

Sense services include:

- Residential and supported living services
- Day activities services
- Community services
- College services

Whilst you might be appointed to work in a particular service which will be detailed in a one-page service profile, you may be asked to work in different services in order that we can support people in the most flexible and person centred way.

The main purpose of your job is to provide a high quality, reliable support service, personalised to suit each of the individuals Support Plans and PCPs. To promote independence, choice and enhance inclusion in the community.



Specific Responsibilities

1. To promote independence, life skills and informed choices in accordance with individuals care plans, Ensuring:

- 1.1 You enable individuals we support to influence their services and the way they are supported.
 - 1.2 You Listen to individuals and act on what is important to them.
 - 1.3 You use information to contribute to developing person-centred plans, involving families, friends and other professionals if this is appropriate.
 - 1.4 You provide opportunities for individuals to make choices and decisions.
 - 1.5 You support people to take part in the running of their own homes, if you work in a home environment.
 - 1.6 You support people to speak up for themselves, and/or advocate on their behalf.
 - 1.7 You support individuals to keep in contact with family and friends, and to develop their social networks if they choose to.
 - 1.8 You support people to live an ordinary life, accessing the same local facilities as others
2. Listening and responding to people, using a wide range of communication skills to ensure they understand.
 3. Promoting and Supporting people to take part in enjoyable, satisfying and purposeful activities
 4. Supporting people to make sense of their environment and to access their communities, learn new skills and maximise their independence.



5. Supporting people with their health and well-being and personal care including continence requirements, if required.
6. Supporting people with their behaviour, if needed. Independently follow any written plans and guidelines for each person.
7. Supporting more junior staff when required.
8. Taking into account people's age, gender, sexuality, ethnic origin, religious/cultural background, abilities/disabilities, and other needs.

Helping Sense to provide a high quality service by:

1. Keeping all records of your work up to date and accurate. Ensure critical information is passed to Team Leaders/ Supervisor as necessary
2. Completing Sense's induction and skills development programme and attending courses arranged by your manager. Contributing to supervision and Sense My Performance Plan. Attending and contributing to meetings.
3. Behaving respectfully at all times to the people we support, them their families / friends, your colleagues, and neighbours and members of the public.
4. Helping new colleagues to get to know the people they are supporting and how to work in the service.
5. Keeping up to date with Sense's policies and practices, and following these at all times.
6. To contribute to the safeguarding of individuals in our care by adhering to our policies and procedures and ensuring that concerns are escalated to management.
7. Keeping a safe, healthy and supportive environment for the people you support, yourself, your colleagues, and anyone else coming into contact with Sense.



Carrying out community support responsibilities. This means:

1. Provide practical help with everyday tasks such as shopping or dealing with mail, assisting to improve or maintain independence within the own home and community and may help people with complex communication needs to access services such as GP surgeries, shops and leisure facilities.
2. May also do short term pieces of work to re-enable people after loss of sight and/or hearing, so to develop a basic communication method, or to re-organise the home to make it more accessible.
3. Demonstrate good practice to staff in residential and supporting living if the Individual is moving to one of those settings.
4. You may also be expected to carry out other duties that are in line with the nature and grade of the role.
5. You will be required to carry out some work at evenings weekends, bank holidays and regular sleep-ins overnight. / and /or waking nights



Person Specification

Support Worker

The essential criteria are those things which you must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage to have and/or are things that you could be trained to do.

Education and Training	
Essential Criteria	Desirable Criteria
Must undertake all Sense training appropriate to the service and your role – this will include classroom based, eLearning team workshops etc.	Achieved, or having experience and be willing to work towards, a Level 2 Diploma in health and social care or equivalent
Be able to adapt your communication style to meet the needs of those you are working with. Where necessary develop new skills to enable communication through sign and symbols	Skilled in a range of communication methods including assistive technologies

Achievements, Experience, Skills & Abilities	
Essential Criteria	Desirable Criteria
Caring/Support Worker experience in a personal/voluntary/professional capacity	Experience of working with people with sensory impairment, dual sensory impairment or people using a range of communication methods.
Experience of working independently as well as in a team setting	
Ability to support the people we support or individuals with mobility problems (e.g. assisting with walking, guiding or working with a person who is a wheelchair user).	



An ability to accompany/participate in leisure activities of the person's choice, for example collecting benefits, gym, swimming, accessing banks, attending groups, pubs, shopping, rally's, day trips etc.	
To be able to travel from one place to another during working hours supporting the person/s.	
Ability to work on own initiative and use good judgement particularly when working in isolation.	
Ability to creatively solve problems using a person-centred approach.	
Number and language skills in order to support individuals with their daily activities.	
The ability to build effective working relationships with others (e.g. colleagues, professional bodies and other significant people).	
An ability to communicate effectively in written and non-written format in both formal and informal settings	



Values and Behaviours

The 'I' statements describe the values and the essential behaviours that we value at Sense and they apply to staff, volunteers, trustees and people who use the services.

Our Values:

- Honesty in how we behave.
- Aspiration in our approach.
- Accountability for our actions.
- Recognition of people's contribution and worth.
- Trust in each other.

Our Behaviours:

- **I will listen to others** by whatever means something is communicated to me, by gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or voice, I actively listen.
- **I will understand and respond** I try to the best of my ability to understand what is being communicated to me and I always respond in a timely and respectful way.
- **I will respect others** I respect and treat others as I would wish to be respected and treated myself.
- **I will be honest and open** I am open about the reasons for my actions and I give my honest opinion knowing that it will be respected.
- **I will participate and contribute** I participate to the best of my ability and contribute willingly and freely.
- **I will take informed risk** I consider the benefits of taking a risk as well as what might happen if things go wrong. Where possible I seek to manage risk rather than avoid it.
- **I will find things to celebrate** I recognise that all achievements, no matter how small they might seem to me, are cause for celebration.
- **No decision about me, without me** I always seek to involve individuals in coming to decisions that affect me.

Frontline Worker Key Competencies

The key competencies for this role include the following areas that you need to be able to meet:

It's all about you:

- Self-awareness and awareness of others responses to your actions.



- Open to learning from others and willing to share knowledge and experiences.
- Show high standards of personal and professional behaviour.
- Take appropriate action if ethics and values are compromised.

Communication:

- Understand the range of communication used by individuals
- Understand the tools available to enable communication
- Know who can offer support in this area and how to contact them
- Understand the link between communication and behavioural challenges
- Understand the communication systems used within the service or by the individual
- Understanding of roles and boundaries regarding advocacy

Working with others:

- Help others to play an active role taking into account a person's whole life, including physical, mental, cultural emotional and spiritual needs.
- Understand the key people in an individual's life and how best to relay the relevant information

Managing Service:

- Gather feedback from people who use the service or colleagues you support to help develop team and personal plans.
- Actively contribute to discussion about how to improve performance and service.

Improving Service:

- Use systematic ways of minimising risk in all that you do
- Continually look for improvement in what we do by talking to those you support and people around you

Setting Direction:

- Influence others by sharing your perspective and knowledge, including influencing key decision makers.
- You help other people to gain influence over things that impact them directly.

Community and Connections:

- Understands the importance of supporting clients to understand their roles as members of the local community, with their own rights and responsibilities