****

**JOB DESCRIPTION/PERSON SPECIFICATION**

|  |  |
| --- | --- |
| Job title | Support Worker |
| Department | Choices |
| Reporting to : | Service Manager – West Sussex |
| Staff responsible for : | Where assigned plan and deliver a range of learning opportunities, at home, in the community or within day opportunities that are person centred and in line with individual service user’s needs and wishes and with Grace Eyre’s values, policies and practices.  Where assigned deliver support and care to individuals in their own home and in their community that are person centred and in line with individual service users needs and wishes and within Grace Eyre’s values policies and practices.  *This job description outlines the main duties and responsibilities of the post holder. The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.* |
| Any specific working conditions: | Where assigned must be able to work at all times of the week and work overnight either sleeping in or doing a waking night  Must have adequate transport arrangements to enable them to work at a variety of locations in the Brighton, Hove and Worthing area and possibly beyond. Ability to drive desirable, but not essential.  *The post holder is authorised to lone work subject to:*  *Account of the suitability of all persons identified as, or potentially as, lone workers is considered at the interview stage of recruitment or on appointment to temporary contracts;*  *Account of the fitness (expectant mothers, disabled persons (e.g., restricted mobility in an emergency situation)) and medical history (e.g., history of heart condition) of an individual must be ascertained and monitored regularly throughout their term of employment;*  *Suitable and relevant monitoring, including supervision, must be carried out regularly in particular to identify those individuals who may be experiencing stress due to the conditions of lone working.* |
| Job Summary : | General Nature – To develop, facilitate and support activities that service users wish to do. To support service users with their choices/goals and person centred activities across Grace Eyre services. To enable people to live as independently as possible and to enjoy their chosen lifestyles, supporting integration in the local community.  Main Purpose – To work within Grace Eyre’s policies and procedures. To contribute to the monitoring, reviewing and development of policies in line with best practice and the needs of the organisation. To keep up to date with developments in the field of learning disabilities and mental health particularly Valuing People and other national initiatives and to ensure that personal practice reflects that knowledge.  Main Objectives – To ensure that support is person centred as directed by the person’s support or care plan. Maintain, update and review plans and risk assessments. To liaise effectively with other services/professional staff and significant other people in meeting the needs of clients. To work flexibly in planning/developing and supporting activities across Grace Eyre services as appropriate. |

|  |  |
| --- | --- |
| Key tasks and responsibilities : | To undertake personal care duties and to administer medication in line with Grace  Eyre procedures as directed.  To assist and support service user’s personal care needs as necessary and as laid down in the support care plan.  To work to health and safety standards and laws as directed in order to ensure a clean and safe environment for all staff, service users and visitors.  To report all accidents, incidents and complaints to the manager and/or another senior manager as soon as possible.  To participate in meetings and to take on appropriate, specific responsibilities as directed.  To work within administrative system of the services, and to ensure general administration and record keeping systems are up to date and in line with Grace Eyre’s policies and procedures on Data Protection and Record Keeping. To use Grace Eyre's IT systems. |
| Key results/objectives : | 1. To receive regular formal supervision and undertake training as required.  2. To report any instances that could be construed as abusive or poor practice.  3. To share good practice and support relief and assistant staff members.  4. To maintain confidentiality at all times in line with Grace Eyre policies and procedures.  5. To ensure that Grace Eyre’s Equal Opportunity Policies and Procedures are implemented and to challenge prejudice, discrimination and oppression.  6. To ensure that Grace Eyre’s Equal Opportunity Policies and Procedures are implemented and to challenge prejudice, discrimination and oppression. |

|  |  |  |
| --- | --- | --- |
| Criteria | Essential | Desirable |
| Qualifications/Education required for the role:  NVQ Level 2 or 3 in Care or equivalent  Educated to GCSE level |  | X  X |
| Skills/competencies/abilities Technical, organisational, communicative and creative skills expected from an ideal candidate:  The ability to develop relationships with a variety of individuals and work with them in a positive and co-operative way  The ability to deliver a high quality and person-centred service for each service user  Ability to communicate information clearly and precisely  Good organisational skills and time management  Ability to support service users to participate in all decisions which affect their lives  Ability to support Grace Eyre management and the staff team to achieve agreed outcomes in a cooperative manner  Ability to work creatively and welcome innovative ideas  Ability to support individuals in personal care in a respectful way  To be able to advocate for service users when appropriate  The ability to plan and support a wide range of practical tasks and learning opportunities at home, in the community or within day opportunities.  To be able to plan and support a wide range of activities that support social integration in the community such as leisure, sporting activities.  Physically able to support service users in wheelchairs and with personal care tasks as required.  Empathy with people with disabilities  Even tempered and able to keep calm in emergencies and stressful situations  Assertive and confident but not directive  Non-judgemental  Experience of working within services for people who have learning disabilities or another group of people requiring support  Experience of keyworking and coordinating care plans with individuals  Experience of challenging prejudice, discrimination and oppression | X  X  X  X  X  X  X  X  X  X  X  X  X  X  X  X | X  X  X |
| IT skills required :  Good IT skills |  | X |
| Knowledge:  Knowledge of innovative and quality practices in services for people with learning disabilities.  Knowledge and understanding of legislation and best practice effecting people with learning disabilities.  Understanding and commitment to equal opportunities, especially in relation to people with learning disabilities  Knowledge of health, medication and physical needs as they affect adults with complex needs. | X | X  X  X |
| Previous experience:  Experience of working within the care industry or experience of working within a similar role which has transferable skills. |  | X |

|  |
| --- |
| **Standard Statements for all roles** |
| Where duties and responsibilities change, the job description will be reviewed and amended in consultation with the employee |
| The role holder will be expected to carry out any other duties within the scope, spirit and purpose of the job as requested by a relevant Manager or senior. |
| The role holder should actively follow business procedures and policies including Equal Opportunities policies |
| The role holder will maintain an awareness and observation of Fire and Health & Safety Regulations |
| The role holder will uphold the GE Charter by supporting Service Users to   * **Lead Healthy Lives** * have **Strong and Supported Relationships** * **Travel** around where they like * have good **Housing** * try out **New things** * be **Listened** to * be **part of the communities** in which they live |
| The role holder will be expected to sign up to and uphold the Social Care commitment which links directly to the Grace Eyre Code of Conduct   1. I will always take responsibility for the things I do or don't do 2. I will always promote and uphold the privacy, dignity, rights, health and wellbeing of people who need care and support. 3. I will work co-operatively with others to ensure the delivery of safe, high-quality care and support. 4. I will communicate in an effective way to promote the wellbeing of people who need I will improve the quality of the care and support I provide by constantly reflecting on and updating my own knowledge, skills and experience. care and support. 5. I will respect people’s right to confidentiality, protecting and upholding their privacy and dignity. 6. I will improve the quality of the care and support I provide by constantly reflecting on and updating my own knowledge, skills and experience. 7. I will promote equality, diversity and inclusion by treating all people fairly and without bias. |