



Role Profile

Job Title: Support Worker – OK4U	Role Profile Number: SBC_10178
Grade: CFL3	Date Prepared: July 2019
Directorate/Group: Adult Social Care – OK4U	Reporting to: Session Lead
Structure Chart attached:	No

Job Purpose

Under the supervision of the session lead, you will be a key member of our Day Service Team. Your role will be underpinned by the values of rights, choice, independence and inclusion for people with a disability. You will be responsible for supporting the Session Leads in the smooth running of a daily activity program.

You will assist our Service Users to take part in personal development programmes which may include personal care, leisure activities, travel and pre-vocational training. You will contribute to person centered support plans for our Service Users.

You will work professionally with other agencies who may also be involved in support for our Service Users to ensure they get the most out of their support and achieve their chosen goals

Key Accountabilities

- To support individuals to access services and activities of their choice to be able to work towards chosen goals and outcomes
- To support the Session Leads by giving feedback on the sessions and individuals' progress so the relevant paperwork can be completed
- Support and encourage individuals in all aspects of their social, leisure and educational and employment lives promoting independence, personal autonomy and choice to meet their desired outcome. You will deliver person centered, flexible service
- You will demonstrate through practice your understanding and belief that our Service Users are individuals and have the same human value and rights as anyone else irrespective of the degrees of disability and dependence. You will be imaginative, resourceful, flexible and willing to try your hand

at anything

- To encourage self-advocacy and personal autonomy as far as possible. If this is not possible, to ensure that individuals' wishes are communicated and supported by following Mental Capacity and Best Interest Guidelines
- To enable an individual to participate in community life and promote independence
- To provide personal care if needed in a sensitive and dignified manner
- Maintain record as required, ensuring that these comply with GDPR Legislation
- Ensure paperwork is completed to provide evidence towards our KPI's
- To take part in staff development programmes, assuming responsibility for continuous professional development. To participate in supervisions, team meetings and the appraisal process
- To signpost Service Users and their families or support them to access appropriate partner services
- To adopt safe working practices including, but not limited to, risk assessment, administration of medications, manual handling and infection control
- To complete records that safeguard our Service users including, but not limited to, body maps, accident and incident forms and diary notes
- To support the Session Leads to ensure that agreed goals and outcomes are monitored, clearly recorded and reports written as required.
- To work to all the Swindon Borough Council policies and procedures for example Health & Safety, Infection Control, GDPR, and confidentiality working together with partner agencies

Supplementary Accountabilities

- To be aware and comply with Health and safety, Manual handling, COSHH, Fire, First aid, and accident/incident policies as set down by Swindon Borough Council
- Complete all mandatory training and induction
- To be professional at all times and to always maintain and promote a positive image of the service & our Service Users
- To be aware of the risk assessments and ensure their adherence
- Contribute towards the running of a programme of activities based on our Service Users' needs and wishes

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Care Certificate (Preferable)
- Knowledge of promoting independence through a multidisciplinary team
- Knowledge of promoting health and wellbeing thorough working with other relevant agencies and services
- Knowledge of day services and employment services
- Knowledge of the issues affecting vulnerable people
- Experience of supporting adults with a disability
- Experience of completing forms and records
- Understanding of Health & Safety, Infection Control and Manual Handling practices
- Knowledge of Anti discriminatory practice

Qualifications

- Care Certificate (or willingness to work towards) as a minimum

Decision Making

- To be able to work using your own initiative
- Liaising with management on service user issues
- To be responsible for your own and others **health & safety**

Creativity and Innovation

- Problem solving.
- To be able to manage your own work load and to be able to decide when to pass over information and recommend what further action is required
- The ability to communicate with Service Users using various methods and resources, working flexibly to meet their needs

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>N/A</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- All our Service Users
- Potential future Service Users
- The general public
- Carers & families, including paid carers
- All colleagues
- Other agencies for example, wheelchair services, health professionals, support providers
- Advocacy services e.g. SAMs
- Councillors

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

The role is based at OK4U on Upham Road. Some activities are accessed in the community so you may be required to travel with other staff and Service Users to these activities. Some personal care is required and you will receive full training to be able to conduct this. Other responsibilities include hoisting, PEG feeding and administering medication and training will, again, be provided. Due to some of the disabilities of the people we support, there will be occasions that they display behaviours that challenge. You will have the support of other staff, regular training and comprehensive support plans and risk assessments in place. OK4U is an exciting, fast-paced and ever-changing environment and you will be required to think-on-your-feet to accommodate any changes or needs of the service.