Job description

Post: Support Worker L1

Grade: Frontline Worker (pt SW)

Responsible to: Manager

Accountable to: Operations Manager

Context

In this role you will be supporting people with complex support needs and a range of hearing and/or sight difficulties. In some services, the people we support may display behaviours that challenge 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 learning programmes and activities 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 required to work in different services in order that we can support people in the most flexible and person centred way.

Purpose

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.

Key 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 (Intervenor/Comm Guide Description of role 2.)

    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 the people we support 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.

2. Listening and responding to people, using a wide range of communication skills to support understanding

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 behavioural needs, if needed. Independently follow any written plans and guidelines for each person.

7. Supporting more junior staff when required.

8. Supporting diversity and respecting, 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, their families / friends, your colleagues, 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

1. Provide practical help with everyday tasks such as shopping or dealing with mail, assisting to improve or maintain independence within their 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

This section outlines the experience, knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. Essential criteria are those which the job holder must have in order to do the job. Desirable criteria are those qualities that would be either useful, or an advantage or those which the jobholder can be trained to do.

Please use the 'additional information' section of the application form to evidence how you meet the essential criteria as well as how your practice reflects the I statements.

Education and Training	
Essential Criteria	**Desirable Criteria**
Undertake all Sense training appropriate to the service and your role – this will include classroom based, eLearning team workshops etc.	
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	

Achievements, Experience, Skills and 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 people with mobility (e.g., assisting with walking, guiding or working with a person who is a wheelchair user).	
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 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	

The “I” statements detail essential behaviours that we value at Sense. “I” Statements apply to staff, trustees and people who use the services. **Behaviours**
• I will be honest and open • I will listen to others • I will respect others • I will participate and contribute • I will take informed risk • I will find things to celebrate • I will understand and respond • No decision about me without me

Frontline Worker Key Competencies

- You demonstrate self-awareness and are aware of others responses to your actions.
- You are open to learning from others and willing to share knowledge and experiences.
- You show high standards of personal and professional behaviour.
- You take appropriate action if ethics and values are compromised

Working with others:

- You help others to play an active role taking into account a person's whole life, including physical, mental, cultural emotional and spiritual needs.

Managing Service:

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

Improving Service:

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

Setting Direction:

- You 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.