

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Support Worker |
| HBC Grade: | HBC 2 |
| Service: | Day Services |
| Division: | Community |

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| **Main Purpose of the Role** |
| To improve the quality of the lives of those we supply a service too and we do that by following a Person Cantered Plan, This is designed to help us tailor the service to the individual’s needs. The service provides a range of opportunities and activities; These include meaningful activity and employment roles in a number of homegrown businesses within the service. The service also provides support for PMLD and Dementia groups. |

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| **Key Duties** | |
| **1** | Provide appropriate physical, emotional or intellectual support to people using services that will enable them to fulfil their aspirations as determined through the individual planning process. This includes working across many business areas, staff need to be familiar with all aspects of the service. |
| **2** | Provide appropriate support that ensures that the dignity and privacy of each individual is promoted at all times, and that maximises the potential of each individual to live as independently as they are able to. |
| **3** | Attend to the personal care needs of individuals, support where appropriate to enable them to engage in businesses and activities, within community settings. |
| **4** | Attend to the health care needs of individuals, as appropriate and as agreed with line Managers. This may include administration of medication, carrying out of agreed health care procedures , consult with multidisciplinary teams and health care professionals to ensure the desired outcome |
| **5** | Support people using services to access a range of community and business opportunities, including those in leisure, educational and employment services, as directed by their support plan. |
| **6** | Lead or support activities offered in a variety of venues and business areas. This would include learning to understand and support the delivery of such functions as  Cash handling , marketing , customer service, Food hygiene , catering , ice cream making , beer production , Animal husbandry , horticulture , music, Hairdressing , arts and crafts , administrative duties, Handy person roles and retailing .  As determined through the individual planning process and as directed by line managers. Have an understanding of ASC and a willingness to learn the all aspects of the business areas within the service, at a support worker level. |
| **7** | Positively contribute to the process of planning for individuals through discussion with Day service officers and Team Managers, attendance at meetings on behalf of the service supported by Day Service officer or Team Manager. To attend supervision and access corporate account regularly (etc.) |
| **8** | Contribute to ongoing assessment and monitoring of people using services by maintaining and updating records, as required in line with organisational policies and procedures. |
| **9**  **10.**  **11.**  **12**.  **13**. | Liaise and communicate with a range of stakeholders, as appropriate, to promote effective service delivery.  To participate in all training provided and access on line e learning courses to support this post.  Contribute to financial aspects of the service including, manage, maintain, and record all financial processes required or relating to the area you are working within.  Be aware and keep up to date with any relevant legislation statutory requirements, departmental policies, and other regulations. In particular those relating to safeguarding, health and safety, equal opportunities, and data protection under the guidance of the Team managers. To act at all times with due regard to the councils health and safety policies and related codes of practice. To conduct oneself in a professional manner and work to the highest standards in line with those set by the service  You will be required to undertake weekend, bank holidays, as part of a rota basis in order to maintain appropriate staffing levels. This is based on a 7-day service provision, in order to meet the needs of the service. |
| **14** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
| Willingness to attain NVQ Level 2 in social care or equivalent or Care Certificate. | NVQ Level 2 in Social Care or equivalent  Basic food hygiene in Catering or equivalent  City in guilds hair dressing qualification | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** |  | An understanding of and commitment to anti-discriminatory practice. | Able to maintain written records, verbal and numerical skills will be required to fulfil this role. | Application / Interview /Assessment |
|  |  | Able to communicate effectively with people using services. | Application / Interview /Assessment |
|  |  | Able to promote independence and dignity through working practices. | Application / Interview /Assessment |
|  |  | Able to work on own initiative. Demonstrate the ability to work under pressure and to strict guidelines | Application / Interview /Assessment |
|  |  | Ability to work flexibly, with a range of people using services and service areas including businesses, and to respond quickly to meet service delivery needs. | Application / Interview /Assessment |
|  |  |  | Able to commit to a flexible rota, which includes weekends and bank holidays. The ability to travel within the Halton area. | Application / Interview /Assessment |
| **DESIRABLE** | Minimum 6 months experience working with vulnerable adults. | Understanding of person centred approaches. |  | Application / Interview /Assessment |
| Catering Experience | Understanding of relevant legislation, guidance, Government policy and initiatives and local priorities. |  | Application / Interview /Assessment |
| Hairdressing experience |  |  | Application / Interview /Assessment |
| Catering Experience |  |  | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Able to travel to meet needs of the service. |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** | **04/03/2023** |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.