

Job Description

Job Title:	Support Worker
Responsible To:	Service Manager
Accountable To:	Operations Manager

1. Main Purpose of Post

To support people with learning disabilities and autistic people to lead fulfilled lives and to develop their skills and confidence

Understand what is important to and for the people we support

To give each individual the support they need in the activities of their daily lives

Support individual in looking after their home and make sure they are comfortable safe and healthy places for them to live

Work to a rota system, which may include day, evening, weekend and Bank Holiday. You will also be required to do sleeping-in duties at night and on some occasions waking nights.

2. Main Duties and Responsibilities

To follow people's person-centred plan and support guidelines to achieve independence as far as possible in all areas of their life by providing appropriate information, opportunity, training and support.

To support people to understand, make choices and to communicate their needs, using assistive technology, accessible information and using their communication preferences.

Support people to look after their health and attend medical and other health care appointments

Work with other team members to support people to do their shopping, cooking, cleaning, laundry, gardening correspondence etc. and in certain circumstances to do some of these things for people.



Help people to meet their personal care needs sensitively and appropriately to a high standard, including personal hygiene

To support people to take any prescribed medicine, complying with the Medication policy and procedures, including storage, administering and record keeping.

To support people in managing and accounting for their money

To support people to maintain their homes to meet health and safety standards and to meet the terms of their tenancy/License agreements

3. Work within and promote Everystory's policies and procedures

To work in accordance with statutory requirements and Everystory's policies and procedures.

To work in a way that treats everyone equally and fairly

Maintain confidentiality about people who use our services, staff and the company as a whole.

4. Assist the individuals we support to present themselves as valued members of their local community

Support people to keep in touch with family, friends and advocates and to support people to develop new relationships and friendships.

To support people to be good neighbours and be involved in their local communities, e.g. shopping locally, going to church and participating in local events.

Where appropriate, support people to find employment and support them to carry out their duties and work with the appropriate agencies.

To support people to plan for, and to go on holidays and to provide appropriate support to people whilst they are on holiday.

5. Ensure that the rights of the people we support are always protected and respected

EVERY STORY

Ensure that each individual is supported as far as possible to exercise their rights in the following areas: Privacy, choice, participation in decision making affecting their lives, expression of their own cultural identity, entitlement to service, feedback on the service they receive and the right to complain, protection of their property, maintaining links with family and friends.

6. Liaise with other professionals on behalf of the individuals we support

To support people in getting the help and services they need from various professionals and agencies when necessary e.g., general practitioners, dentists, and members of the multidisciplinary teams etc.

7. Keep records and participate in administrative tasks

Ensure that records are maintained whether in writing or digital format when receiving and updating of individual's daily records, support guidelines and person centred plan in conjunction with the Service Manager notification.

Assist and participate in the wide range of administrative tasks necessary for the smooth running of their home/service.

Follow all of the organisations financial, administrative and communication systems and keep them up to date in line with Policies and Procedures.

8. Be an active member of the team

Liaise and coordinate with other team members to provide a cohesive, high quality service.

Participate in and contribute to team meetings.

Communicate openly, respectfully and honestly with other team members and the Service Manager

Share with other team members and new team members previous experience, skills and knowledge, which may be relevant to the service.

Be supportive and respectful to the people we support, colleagues and visitors.

Help cover the work of your team and other teams within Everystory during absences or when a colleague needs support

To lone work when necessary.

9. Participate in the opportunities provided for training and development

Participate in regular supervision to: receive support, increase knowledge, identify training needs, evaluate work performance, aid and assess professional development.

Participate in an annual appraisal co-ordinated by your line manager.

Attend staff development programmes, training courses, seminars and workshops as required.

10. Any other duties

Undertake any duties consistent with the overall purpose of the post as directed by the Operations Manager or Service Manager.