

<b>Job Title:</b>	Support Worker
<b>Salary:</b>	£17,700.80 per annum (pro rata), rising to £19,624.80 (pro rata) upon successful completion of probation.
<b>Hours:</b>	Full time, 37 hours per week (including days, evenings, waking nights and some weekends)
<b>Responsible to:</b>	Project Manager

### **Summary**

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We are currently looking for driven and energetic people to join a friendly team of staff at one of our supported living accommodations at Tollington Way. The project supports 4 tenants with moderate to high needs – including multiple and profound learning disabilities – who enjoy taking part in a range of social events such parties, cinema, theatre, and music sessions. Working at this project, you would help build on existing support, seek new ventures as well as maintaining and developing tenants’ interests and relationships with family and friends.

The role will require you to provide physical assistance to support people to carry out domestic tasks such as shopping and cleaning and to support people with personal care using a dignified and respectful approach.

To carry out the work according to the philosophy and values of Centre 404, as set out in our Staff Handbook, policies and procedures.

*Centre 404 is committed to safeguarding and promoting the welfare of adults at risk and we are looking to recruit people who share these values.*

### **Main Duties and Responsibilities**

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#### **Support to tenants**

- To understand and adhere to the philosophies, policies and principles upon which the service is based.
- To work in such a way that allows the tenants to be involved in day to day and long term decision making.
- To offer support to tenants enabling them to build confidence, self-esteem and an independent life style.
- To support tenants in the management of their own personal care in a sensitive way and undertake moving and handling duties as required.
- To adhere to safeguarding procedures and to remain vigilant for signs of abuse, taking immediate action and reporting all issues of concern with the line manager.
- To share in, support and involve the tenants in all the usual domestic activities such as cleaning, shopping and cooking using methods of active support.
- Support tenants to maintain good health and attend health appointments.
- To work with the tenants in such a way that takes account of their individual, cultural and religious needs.
- To provide and participate in a wide range of social activities, including holidays, using integrated services.
- To act as a keyworker to individual tenants.
- To support tenants in the organisation of their regular Person Centred Planning meetings. Participate in and prepare reports for these meetings.
- To participate in the implementation of agreed individual plans, this may include structured teaching of skills.
- To liaise with families, advocates, other professionals, the DWP and outside bodies where appropriate.

### Team member responsibilities

- To work as part of a team committed to providing a high quality service to people with learning disabilities according to the philosophy agreed by Centre 404's Housing Service.
- To work constructively as part of a team, being proactive and taking initiative in carrying out duties
- To pass on relevant information to other team members, using agreed communication procedures.
- To keep records and write reports in the appropriate files, and using IT systems such as Microsoft Office and Charity Log data systems.
- To attend staff and service user meetings and any other relevant meeting where appropriate.
- Where appropriate, to assist with the induction and training/coaching of new staff members. There will be the opportunity for professional development to take on the role as a staff buddy for new starters once Support Workers have passed their probation period.
- To take part in shift leading as and when needed.
- To have a positive and person centred approach to working with tenants.

### General Duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404's Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Adhere and sign up to the Social Care Commitment and be committed to values which promote dignity in care.
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of tenants and family carers and according to Centre 404's mission and values
- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to tenants, volunteers, staff and any sensitive issues relating to the work of the organisation
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole
- Attend staff meetings and other committees when requested
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects
- Participate in the on call rota for the Housing service.
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management

## Person Specification

(E) Essential requirements      (D) Desirable requirements

Physical Requirements	Flexible and able to work a variety of shifts throughout the week	E
	Able to travel on your own and with tenants to a variety of locations within and outside the borough	E
	Willing and able to offer physical support to tenants including manual handling, supporting wheelchair users, completion of household tasks such as shopping and cleaning etc.	E
Knowledge / Understanding	Good basic education and training: 5 GCSEs or equivalent professional qualification	E
	Aware of issues affecting people with learning disabilities	E
	Understanding of health and safety issues as they affect tenants	E
	Understanding of person centred values and self-directed support and the principles behind this	E
	Understanding of, and sensitivity to the discrimination experienced by minority and/or vulnerable groups, including people with learning disabilities	E
	Commitment to concepts of inclusion, equality and diversity.	E
	Understanding of, and commitment to safeguarding and promoting the welfare of the people we support	E
Experience	Experience of working with people with learning disabilities, including people with high support needs or experience of working with another vulnerable client group	D
	Experience of working with people with mental health needs.	D
	Experience of working with people from varied social and cultural backgrounds	D
Skills / Abilities	Excellent interpersonal/communication skills with a range of people, including tenants, families, colleagues, and other professionals. Ability to liaise with external parties such as GPs or other health professionals, social workers, etc.	E
	Strong written communication and IT skills with an ability to use Microsoft computer packages, the internet and write clear reports and keep accurate records	E
	Good numeracy skills	E
	Able to work in and contribute to a team	E
	Able to work unsupervised and on own initiative	E
	Experience of planning support and activities for people so they have a fun, active and fulfilled life	D
	Enthusiastic and motivated to support adults with learning disabilities	E
	Other	Understanding of Data Protection and ability to handle confidential and sensitive information appropriately