Job Description
Support Worker

Salary Scale: Point 12 - 14

Accountable to: Locality/Depute/Manager

Values and Commitment:

Our vision is for the people we work with to live meaningful and independent lives in a world which supports them to achieve their own ambitions.

We work to and are committed to our Core Values. These values are derived from families and enshrine the organisation's ethos and guide the actions of all staff. Sense Scotland's values in practice mean we will aspire:

- To be open and honest
- To recognise individual worth
- To build relationships through trust
- To act on the basis of individual aspirations and needs
- To be accountable for our actions

Care standard(s): Dependent upon the type of service

Job purpose:

Working with adults and children who have complex and sensory disabilities and communication needs using our services, as a Support Worker you will enable the people you are working with to live as full and independent lives as possible; assisting them and their families to design, develop, implement and review person centred packages of support which will maximise their opportunities and choices giving them as much control as possible over their own lives.

You will be required to work as part of a multi-disciplinary team of staff to support and meet individuals' needs and expectations.

You will be expected to support individuals directly with all aspects of their daily living as laid out in their Support Plans.

You may also be required to work on a 1:1 basis, sometimes in lone worker situations, to support people within their own homes and/or-to participate in their chosen activities and interests.

Line Management Responsibility:

Although the Support Worker has no direct line management responsibility, you will be required to guide staff, students or volunteers working on shift with you. You may also be asked to take on the role of 'buddy' or mentor for less experienced staff.

Financial Management:

As a Support Worker you will take responsibility for:

- Ensuring that petty cash is used in accordance with Sense Scotland's policies and procedures and returned along with the appropriate receipts to the shift leader at the end of each period of support (please note that this responsibility might not apply to all services which Sense Scotland supports).
- Providing assistance to the people supported ensuring that they are able to use/develop financial management for their chosen social, educational or leisure activities.

Key Responsibilities

1. Day to day service delivery

As a Support Worker you will take responsibility for ensuring that the support provided meets best practice standards and that you lead by example ensuring that:

- Individuals' needs are identified and met in practice, in accordance with their Support Plans.
- You set and demonstrate good standards of work practice by offering support and on shift coaching to others through example.
- You guide new staff, students and volunteers in providing a welcoming, responsive, flexible and integrated service provision that reflects and meets the needs of individuals and their families.
- The individual's Support Plan is implemented and is updated to reflect any day-to-day changes in their needs, notifying the manager and senior staff of any aspects of support that cause concern or require adjustment.
- You work as part of a team in the delivery of a high-quality service for people, ensuring that all standards as laid down by statutory and internal documents are met.
- You work as part of a rota prepared by senior staff and that you are punctual and fit for work when coming on shift.
- Proper record-keeping, including recording incidents and complaints, is maintained and passed to the appropriate manager, as soon as possible.
- You have a good working knowledge of the guidance and the operational handbooks and that you provide the required support to others in applying these into practice.
- You use your knowledge and skills to meet the needs of individuals as outlined in their support plans.

- You safely administer medication and emergency medication as and when required, in accordance with Sense Scotland policy and procedures and individual guidelines provided.
- You safely support people we support with moving and assisting tasks which may include using equipment such as hoists and wheelchairs.
- You provide the people we support with personal care, which might include showering and dressing/undressing, and assisting with continence management when required
- You shift lead when required

2. Reflective Practice

As a Support Worker you will ensure that:

- You and your colleagues use your knowledge and skills to meet the needs of those using the service as outlined within the Support Plan.
- You support the continual review of the service on a day- to -day basis and the appropriate manager is notified of any required changes or improvements.
- You contribute as appropriate to the evaluation of the service, and in setting and achieving clear goals aimed at improving the service.

3. Health and safety management

As a Support Worker you will:

- Support people to apply the principles of healthy eating and personal hygiene into their daily living, as agreed with the Registered Manager.
- Where an individual shows behaviour that presents a challenge to staff, you will ensure that all agreed intervention strategies are implemented into practice.
- Where risk assessments are in place, you will ensure that the appropriate steps are taken to apply the guidance into practice.

4. Communication

As a Support Worker you will:

- Ensure that you establish and maintain good and effective communication partnerships and networks with all relevant parties.
- Raise any concerns and issues timeously and appropriately in line with dignity at work protocol and appropriate legislation.

5. Personal and professional development

As a Support Worker you will:

- Complete the required mandatory and service specific training within the timescales agreed.
- Attend all practice- based support sessions and supervision meetings as agreed with your line manager.

- Support the Manager and Supervisor in ensuring performance is effectively managed through supervision and professional development plans.
- Support a culture of continuing professional development.
- Be registered with the SSSC, PVG and any other relevant bodies within the required timescales, and maintain those registrations as required.

6. Other requirements

As a Support Worker you will:

- Be accountable for your own actions and personal and professional development
- Safeguard and promote the rights, safety and welfare of people using the services
- Be aware of and act in accordance with the SSSC Codes of Practice, your contract of employment, Sense Scotland Conditions of Service and all relevant legislation.
- Undertake any other duties as reasonably requested by your line manager or senior management in line with the grading of your post.

Support Worker Person Profile

Category	Essential
Education/Qualifications	Evidence of core skills in numeracy and literacy. Must be in a position to gain qualification as determined by the SSSC for registration purposes. Must be able to gain professional registration with the SSSC within the timescale required, where relevant.
Value Base	Commitment to the organisation's ethos and core values.

Category	Essential
Skills and Abilities	• Be able to demonstrate an ability to work with stakeholders including colleagues, families and external colleagues. • Demonstrate an ability to give clear and concise verbal and written reports. • Be able to work as part of a team. • Be able to demonstrate an ability to work to deadlines and targets. • Demonstrate an ability to manage and maintain accurate records for petty cash and day to day household expenditure (where appropriate). • Demonstrate an ability to assess and manage risk. • Be able to demonstrate an ability to problem solve and think creatively with a view to finding positive outcomes for people. • Be able to demonstrate how you remain accountable for the quality of your work and take responsibility for maintaining and improving your knowledge and skills.
Additional Requirements	• A commitment to complete all agreed mandatory and service specific training and development within 1 year. • An ability to work flexible hours including (where appropriate) evenings, occasional weekends, public holidays and overnight.

.

Category	Desirable
Education/Qualifications	• A willingness to gain a registerable qualification at SCQF level 6 or 7 or other qualification recognised by the SSSC for registration purposes and, if not already registered, to register with the SSSC within the timescale required, as per SSSC registration requirements for job role and service. • Food Hygiene certificate.

Category	Desirable
Experience/Understanding Skills and Ability	• Relevant practical experience. • Demonstrate a working knowledge of current statutory requirements, Care Inspectorate standards, registration requirements and the SSSC Codes of Practice. • IT skills i.e. Microsoft Office and HR database systems. • Hold a full driving licence. • Ability to communicate through signing.

Probationary period: 6 months

Note: This job description is not all inclusive and is intended as an outline of the responsibilities and requirements of the role. The role and duties will evolve in line with the needs of the organisation.