

Job Description and Person Specification



Job Title: Support Worker	
	<i>Also applies to Casual and Sessional posts</i>
Job Family:	Customer Services
Job Purpose:	To promote a supportive and caring environment, as part of a team, providing practical assistance and emotional support to customers, enabling them to achieve their desired level of self-sufficiency and integration into the community.

What you need to do in this job:

- Support customers and enable them to carry out day to day personal tasks, which may include the taking of medication, developing personal relationships, personal care and diet.
- Assist colleagues by working with customers in the implementation, monitoring and regular review of individual support plans.
- Assist with meal preparation and laundry if required by customers' support plans.
- Communicate with customers on a day to day basis ensuring that all necessary services including medical and social services are provided as directed by the manager and in line with customers wishes,
- Liaise directly with external bodies and partners on behalf of customers.
- Assist customers in line with the agreed support plan to take part in external activities including access to leisure, education and employment opportunities.
- Support individuals with finances where this is agreed in their support plan,

involving assisting with the management of petty cash system and recording and maintaining accurate records. Support workers will signpost to access appropriate support to complete benefits claims.

- Comply with Health and Safety responsibilities, including:
 - Maintaining a safe work environment
 - Risk Assessments
 - Keeping up to date with H & S policies/procedures
 - Fire safety checks
 - Escape routes being regularly checked
 - Ensuring accidents/ incidents are reported and recorded in compliance with the Health & Safety Policy
 - Health and Safety Inspections
- Participate in one-to-one supervision meetings and attend training so that you fully develop in your role and career.

What you need to be like: Advance's PRIDE Behaviours

Partnership	<ul style="list-style-type: none"> • You work well with others, including customers and colleagues • You make lots of new contacts and connections • You share your knowledge and learning with others
Respect	<ul style="list-style-type: none"> • You are good at listening to and learning from others • You are positive and respond to feedback openly and honestly • You want to see things from the customers' perspective
Innovation	<ul style="list-style-type: none"> • You look for new or different ideas or solutions • You are willing to change routine ways of working • You like sharing ideas with colleagues and motivating them to make changes
Drive	<ul style="list-style-type: none"> • You are punctual and deliver work in a timely way • You understand Advance's, your team's and your own plans and priorities • You can explain how far you have got with work and can offer realistic timeframes for completion of the work

Efficiency	<ul style="list-style-type: none"> • You plan your work carefully • You look for ways to adopt and share 'best practice' • You try to save resources wherever possible (e.g. by considering how to save money, being environmentally friendly, using data systems etc.)
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What you need to know:

	Essential/Desirable
No minimum academic standards necessary but you need to be literate and numerate in English	E
Willingness and ability to achieve the Care Certificate	E
Health and Social Care training (eg NVQ)	D
Experience, paid, voluntary or other, of providing others with support and assistance	D
Experience, paid or voluntary, of working with people with mental health issues or learning disabilities	D
Training in First Aid, Manual Handling and Health and Safety	D
Basic IT literacy (eg Microsoft Word, Microsoft Excel, Microsoft Outlook)	D

What you need to be able to do:

	Essential/Desirable
Communicate with people and adapt the way you communicate to meet their needs	E
Listen to people and understand their needs and expectations	E
Work well as part of a team	E

Help customers to develop new skills	E
Ability to follow a Support Plan and Risk Assessments and maintain customer records	E
Understanding of how to deliver personal care, eg, assisting with bathing, showing, toileting and dressing.	D

Points to note:

You need to have a Disclosure Barring Service (DBS) check

This Job Description and Person Specification contain examples rather than a complete list of all of the tasks you may perform and knowledge you may need in this role. Advance may make reasonable changes from time to time.