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| Profile Title: | Support Worker |  | | | | |
| Reports to: | Team Leader | | | | | |
| Employee Management: | None | Grade: | 4 | Profile Ref: | 30607 | |
| Purpose of the Post | | | | | | |
| <p>To support service users to live as independently and assist service users to achieve their maximum potential. To re-establish independence with activities of daily living and facilitate access to social and leisure opportunities which contribute to the integration of service users into their community.</p> | | | | | | |
| Responsibilities | | | | | | |
| <ul style="list-style-type: none"> • To contribute to the monitoring process of service users against their outcomes, and assessments where appropriate. This will include attending and contributing to service user reviews. • To support service users at a practical level to achieve their identified outcomes as part of a support plan and goal setting • To assist service users to gain and regain skills that maintain and develop their ability to live as independently as possible, including introducing and developing appropriate opportunities in the community, such as social inclusion by reconnecting people with their communities. • To ensure senior team are kept informed as appropriate in relation to the personal development of service users and any health, physical or emotional support developments, including health and safety or potential safeguarding issues as required. • As necessary to assist service users to regain physical stamina, for example enabling them to manage routines of daily living or encourage the undertaking of prescribed low-level exercise • To deliver medication support in line with the Medication Policy, working within closely defined parameters. • To support service users with purchasing basic provisions. • To keep line managers informed of any relevant health and safety issues and safeguarding issues. • To maintain appropriate records and be aware of and adhere to relevant legislation. • To liaise with representatives of other agencies e.g., GPs, families and/or advocates, social work, and therapy staff. • To undergo formal training which meets the objectives of the service and CQC compliance • To attend team meetings, supervision sessions and training courses as required • To operate in accordance with the services Values statement, customer care and complaints policy, equal opportunities policy and CQC regulations, standards and Health and Safety requirements and Caldicott principles. • To support service users with purchasing basic provisions and to provide basic equipment when necessary • To undertake any other duties commensurate with the role as required | | | | | | |
| Education and Training | | | | | Measure | Rank |

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| <ul style="list-style-type: none"> Level 2 qualification in a relevant area or willingness to undertake and achieve within an agreed timescale. Level 1 Numeracy and Literacy or willing to work towards Basic IT skills/Word processing skills or willing to work towards | A | E |
| | A | E |
| | A | E |
| Relevant Experience | Measure | Rank |
| <ul style="list-style-type: none"> Experience of working with vulnerable adults Experience of engaging with people with a learning disability/mental health problem/physical disabilities or with complex needs Experience of working with informal carers Experience of contributing to multidisciplinary assessments | A | E |
| | A/I | D |
| | A/I | D |
| | A/I | D |
| General and Special Knowledge | Measure | Rank |
| <ul style="list-style-type: none"> Broad understanding of issues relating to vulnerable people and the health and social care context Understanding of the principles of person-centred support/care planning Knowledge and understanding of the importance of confidentiality, GDPR and working safely A basic understanding of safeguarding adults' processes and knowing when to pass on concerns appropriately Knowledge of the needs of vulnerable adults living in the community | A/I | D |
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| | A | D |
| Skills and Abilities | Measure | Rank |
| <ul style="list-style-type: none"> Ability to form effective working relationships with service users and other agencies Ability to work on own initiative, responding to changing priorities Ability to communicate sensitively and effectively with people from a wide variety of backgrounds, including carers and families Ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. A basic ability to use technology and digital communication methods. | A/I | E |
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| Additional Requirements | Measure | Rank |
| <ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the service/council. Willing to undertake training and continuous professional development in connection with the post. Work in accordance with the council's vision, priorities, values and behaviours. Able to undertake any travel in connection with the post | A/I | E |
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