

JOB DESCRIPTION & PERSON SPECIFICATION

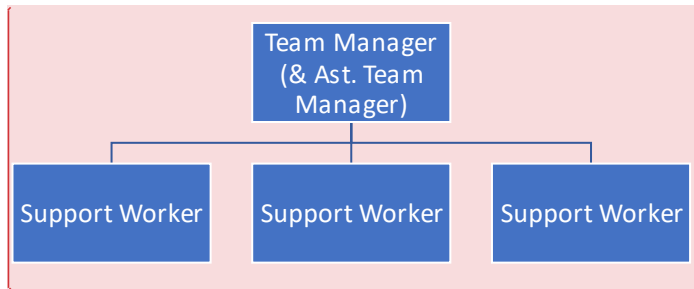
Director Area: Adult Care & Community Wellbeing	Job Ref Number: 03316
Service Area: Early Action and Support – Community Opportunities	Grade: G4

Job Title: Support Worker

PURPOSE OF JOB:

Work flexibly to meet the needs of the service and the people being supported by the service. Form positive partnerships both with people being supported and with their families. Take a lead role in support planning with individuals and their family. Promote wellbeing, support people using the service to their full potential and help to increase their quality of life at home, work and in the community.

STRUCTURE CHART:



Commented [KS1]: Changes made to terminology only

MAIN DUTIES:

1	Help people using the service to create their own unique person centered support plan: Supporting them to make choices, take control of aspects of their life that are important to them.
2	Raise aspirations by supporting people to define and work towards aspirational outcomes that are important to them and their family. Work in partnership with family members, other professionals, and organisations. Organise and contribute to multi-disciplinary meetings. Support people to take part in and contribute to their local community. Help people to find, and support people with volunteering, and work opportunities.
3	Broaden horizons: support people to take part in purposeful activity, including creation of micro and social enterprises.
4	Support people to stay safe and free from harm. Adhere to Making Safeguarding Personal as per directorate policy and procedures. Adhere to the Skills for Care (SfC) Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
5	Support people to create and maintain their social network, and friendships.

6	Help people understand and take risks appropriately: Undertake record and follow risk assessments, in line with the directorate's policies and procedures.
7	Use IT systems for making records and storage of data. Ensure all work is completed accurately and appropriately in compliance with the directorate's requirements, data protection and information governance.
8	Promote wellbeing and dignity at all times. Be involved in all aspects of service delivery including the provision of personal care and support. Be an example to colleagues by demonstrating an exemplary quality of support.
9	Undertake all necessary tasks to ensure the delivery of high quality person centered care and support, including the provision of personal care tasks in line with the needs, wishes and preferences of the person being supported. Support people in and to get to the service centers, and in the community.
10	Support people with difficult and disruptive behavior who may challenge the services. Work actively with other professionals and agencies to improve outcomes and support for the individuals whose behavior may challenge.
11	Develop positive relationships with family members and other careers. Act as a named contact point and key worker.
12	Work flexibly as part of a team. Be adaptable to the changing needs and requirements of the service. Show initiative and be proactive in identifying and undertaking tasks that ensure the smooth running of the service. Respond positively to line management requests, be approachable, courteous and a helpful team player. Participate positively in supervision, appraisal, team meetings and reflective practice.
13	Promote Health and Wellbeing. Help people and their family access healthcare including GP surgeries, health checks and screening. Support people to make informed lifestyle decisions.
14	Ensure allocated areas of the day service buildings and environment are kept clean and tidy, maintain a high quality well-presented and safe environment that the service and its users can be proud of. Help maintain a healthy and safe work environment, with particular regard to ensuring good hygiene and infection control.
15	Act as an Ambassador for Lincolnshire County Council: and present the Council positively in a professional manner. Adhere to the Skills for Care (SfC) Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
NVQ Level 2 and/or 2 years relevant experience	Application		x
Knowledge and awareness of disability issues, relevant social policy and legislation. Understanding of and enthusiasm for the service and its goals.	Application		x
Excellent communication and interpersonal skills and ability to form positive working relationships with colleagues, people using the service and their families.	Interview	x	
An understanding of the experiences of family carers and a commitment to supporting and involving family carers	Interview	x	

An approach to work and to the role that shows; creativity, innovation, flexibility. A responsible and professional attitude	Interview	x	
An approach to people that is kind caring and sensitive. Willingness to undertake personal care duties in kind and sensitive manner	Interview	x	
Work creatively and imaginatively on a daily basis and over the longer term.	Interview	x	
Show tact and sensitivity in dealing with challenging encounters	Interview	x	
Make sound judgments in line with the county councils core values and the aspirations of the service.	Interview	x	
A positive and aspirational outlook that is focused on people's skills gifts and talents, an approach to work that is committed to finding solutions. Understanding of and commitment to person centered planning and asset based approaches.	Interview	x	
Prevent and respond to challenging interactions in a positive and professional manner. Show sensitivity and understanding to people using the service and their families who may be upset angry and distressed. Willingness and ability to respond positively and professionally to people presenting challenging behavior.	Interview		x
Self-motivated, able to lone work, act on own initiative, whilst also shows a commitment to being a supportive and helpful team member.	Interview	x	
Ability to undertake moving and handling tasks, including the use of a hoist, and to push a person in a wheelchair in and outdoors in a community setting. Ability and fitness to provide support in a wide variety of settings for extended periods	Application/Interview	x	
Functional IT skills including Knowledge of Microsoft Office, Mosaic, Internet and Email	Application		x
Enhanced DBS	Onboarding	x	
Access to car and full driving license	Application	x	x
General functional skills including: Basic IT, ability to use programs such as; word, internet, email, mosaic . General written skills for report writing and recording: Fluent and accurate spoken and written English.	Application	x	

NVQ Level 2/3 in relevant area	Application		x
*A = Application form T = Test/Assessment I = Interview P = Presentation			
GENERAL			
<p>The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.</p> <p>The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.</p> <p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p>Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>			