

Post Title:	Support Worker	Supporting:	Ms Sheila Hawton
Service:	Supported Living Plymouth	Reports To:	Team Leader(s)
Place of Work:	Lipson Terrace, Plymouth	Timings:	You will be expected to work flexibly as required in line with the person centred rota(s) to meet the needs of the person you support. As these needs likely change over time, the rota will reflect those changes. <i>*Refer to example support working patterns*</i>
Rate of Pay / Salary:	£5,896 PT (14hr) (+ enhancements for night working / advisory positions)		
Contracted Hours:	14 hours per week		
Contract / Agreement Type:	Permanent		

General Description

As a Support Worker, you are a **caring and supportive enabler**, who focuses on the bespoke daily support and planned outcomes of the person(s) you work for.

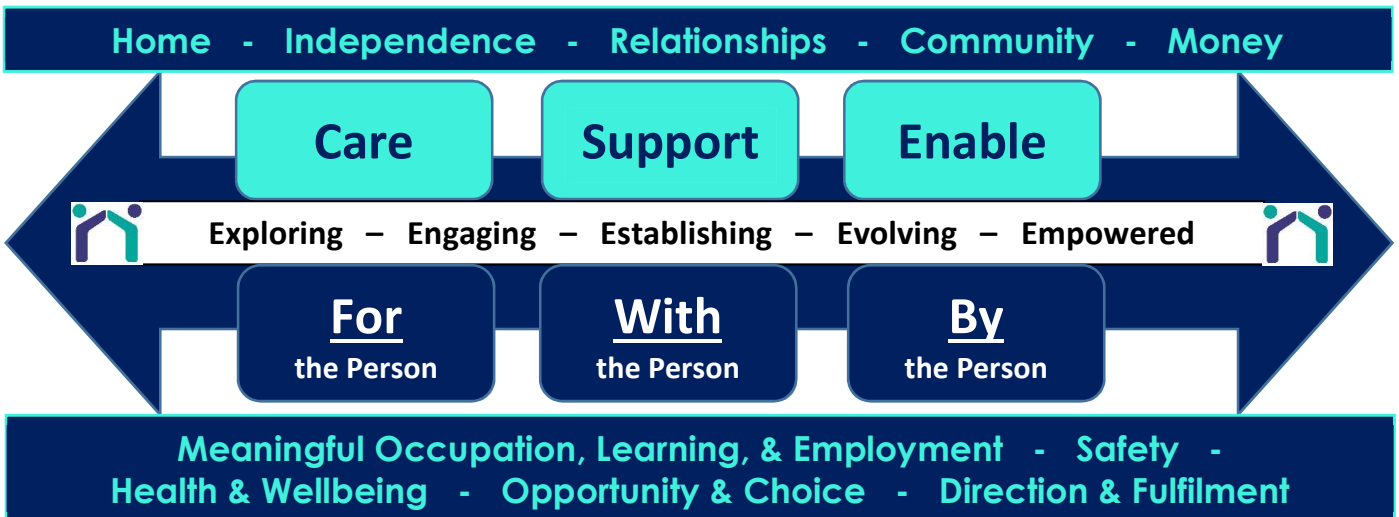
Your role is to provide care, offer support, and enable independence across the **Havencare Support Pathway**® themes.

You will **think in a person-centred way** across every aspect of your role. You will **plan, do and review** to assure the quality of your professional work.

You will have the ability to communicate clearly and professionally, using modern technology and systems that are now essential to provide outstanding support in the modern world.

You will evidence a clear value-base of **transparency**, taking care to do your very best to deliver a **quality** service, positively and proactively **engaging** with the person(s) you support, their relationship circles including other professionals, your colleagues, and the organisation.

You will always aspire to **provide outstanding support** and not settle for less.



Key Responsibilities

Note: Although this job description references the person(s) you support, it is expected that when providing cover in other services, the same underlying principles of outstanding support apply.

All Support Team members will be expected to **fulfil all aspects of the person's support**. This includes administration of medication and the undertaking of additional specific duties as required.

You will actively demonstrate Havencare's 3 values:

- 1. Transparency** – You will be open with your actions and decisions. You will always put the needs of Sheila and Lewis first. You will act and report accurately and without personal prejudice. You will respond professionally to complaints and ensure policies and procedures are followed in Sheila and Lewis's best interest.
- 2. Engagement** – You will actively engage in Havencare's mission, being proactive in any staff surveys and forums to affect positive change. You will engage with Sheila and Lewis, their wider circles of support, and your colleagues, treating everyone with equal value and respect. You will treat Sheila and Lewis and everyone you work with like they make a real difference in the world (because they do).
- 3. Quality** – Everything you do will be to the very best of your ability. You will always aspire to be outstanding in every aspect of your work.

Havencare's model of Active Support is derived from a **Positive Behaviour Support** methodology - You will care, support and enable Sheila and Lewis with outcomes-focussed Active Support, in every theme of the **Havencare Support Pathway**®. Using Positive Behaviour & Active Support, you will provide just the right amount of support, at just the right time, for just the right outcomes:

Care

- To treat Sheila and Lewis as individuals, providing safety, security and welfare, whilst maintaining their rights to privacy, self-determination, choice, dignity and respect. This requires an understanding of positive risk-taking.
- To represent Sheila and Lewis and Havencare in a professional manner at all times, developing and maintaining good relationships with professional partners (e.g. GP, care manager) and local community.
- To co-ordinate care **for** Sheila and Lewis, ensuring needs are met and things that are **important for** Sheila and Lewis are achieved.
- To be curious to investigate the functions of behaviours that may be seen as challenging, to understand how best to intervene in the least restrictive manner. To focus energy on meeting the need rather than restricting expression.
- To recognise, report and take appropriate action to any changes to behavioural, health related and any other care and support need.
- To follow support plan guidelines, undertaking any care needs (doing things **for** Sheila and Lewis as their plan describes). This may include personal care and domestic tasks as required.
- To help Sheila and Lewis manage any physical health conditions and other general health care needs.

Support

- To support Sheila and Lewis to achieve all their personal outcomes as laid out in their **iPLANit Support Plans** under the themes of the **Havencare Support Pathway**®.
- To follow the support plan guidelines, working **with** Sheila and Lewis, to assist them in doing things that are **important to and for** them.
- To teach skills, using methods such as forward, backward and global chaining, to reduce dependency on paid support.
- To support the building of personal confidence to have independent time or at least reduced dependency on the provision of care based support.
- To support Sheila and Lewis to access and use appropriate external support as needed (e.g. GP surgeries, advocacy).
- To encourage positive risk taking to support learning new skills and gradually increasing self-determination (choices and control of their own life).
- To provide opportunity and choices for Sheila and Lewis to grow and succeed, being in control of a fulfilling life.

Enable

- To frequently plan, monitor, record and review outcomes and guidelines within the iPLANit Support Plans to ensure they reflect what Sheila and Lewis want and need.
- To learn Sheila's and Lewis's communication preferences and help develop bespoke, accessible communication tools to enable participation in providing real feedback.
- To participate in person-centred thinking and planning processes alongside Sheila and Lewis, enabling them to lead the life they choose.
- To encourage and prompt Sheila and Lewis to develop their independence, finding creative ways that they can control their own lives and be as independent as possible.
- To follow the support plan guidelines, providing just the right amount of support at just the right time to **enable** Sheila and Lewis in doing things that are **important to and for** them.
- To reduce dependency on paid support wherever possible – seeing moments of independence (within daily tasks) and/or having independent time, as a measure of success.

Service-Based

- To ensure information is shared promptly and reported appropriately in line with Havencare's policies and procedures (e.g. confidentiality).
- To work in line with all training, best practice / codes of conduct, and Havencare policies and procedures, ensuring relevant standards are met at all times (e.g. Safeguarding, Health and Safety, Finance etc.).
- Promote good team work and effective and professional communication at all times, developing positive working relationships with all colleagues to ensure consistent support.

- To participate in personal and professional development opportunities, applying new knowledge and skills to everyday work practice - continuing to develop skills, expertise and work practices in line with service developments.
- To undertake any other duties not unreasonable to the salary and position held, at the request of the Company.
- This job description is not exhaustive but provides an outline of your responsibilities and may be revised as the service develops

Person Specification

The Person Specification acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job;

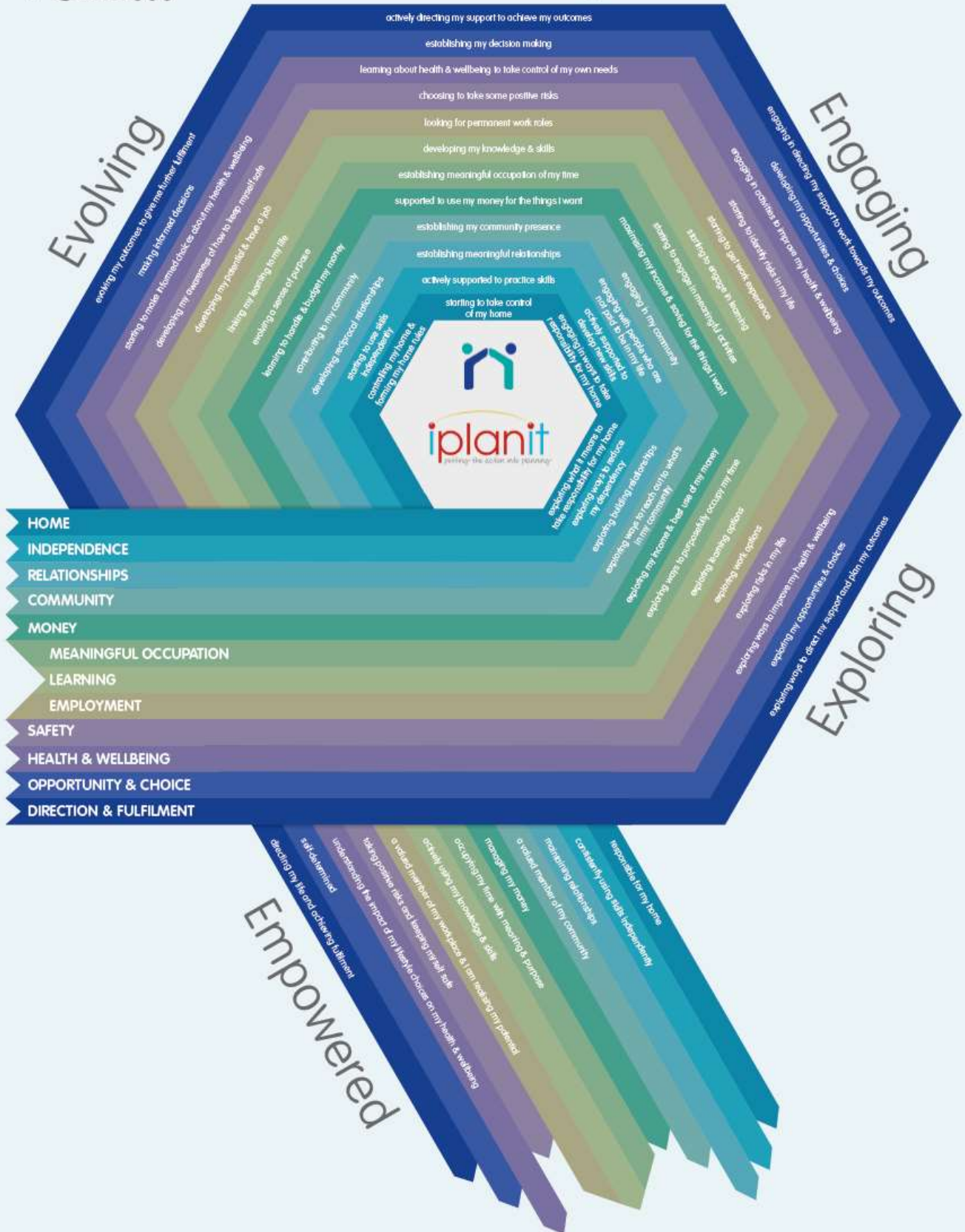
- Essential** - without which the applicant would be rejected
Desired - useful for selection between 2 good applicants

Please refer to the following table...

Essential	Desired
A positive 'Can Do' attitude and a motivation to be outstanding and provide outstanding person-centred support.	Recognised professional qualification
Meets the individual Person Specific requirements and preferences	Experience in providing services for people with learning disability and/or autism
Values that are unwavering from transparency, quality and engagement; encompassing the safety security and welfare of all people.	Proven employment history with experience of working within a team.
Clear commitment to people achieving outcomes	History of self-development in continuing education or further training.
Least restrictive outlook – understanding that life is about having opportunities and choices.	Clean, current driver's license and access to a car
Clear legible writing skills / competency with IT (computers) / Ability to record information and complete documentation appropriately.	
A friendly disposition and ability to mix with different groups of people.	
Demonstrable patience, tolerance, kindness, willingness, calmness, self-motivation and good humour.	
Proven organisational skills (can be non-work related)	
Ability to support with food preparation and general household tasks	
Budgeting and administrative skills in planning for household provisions and utilities.	
Ability to use initiative and work with minimal supervision.	
Ability to participate in decision making	
Commitment to personal and professional development e.g. work to achieve Care Certificate & National Diploma Lv. 2 (minimum)	
Emotional resilience, flexibility and open to change	
Positive outlook, creative in solving problems and willing to look for solutions	
Awareness of human rights and how this may relate to people's needs, ensuring people are not subject to abuse or exploitation	
Represent and promote the ethos and positive image of the organisation.	

I am...

Establishing



Support Pathway