

Role Brief: Support Worker

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| Post Title: | Support Worker | Contract Type: | Permanent |
| Salary Range: | £11.30-£11.50 per hour (+25p per hour for complex and enhancements for night working and sleep in duties) | Place of Work: | The Firs, Havencare Devon |
| Division: | Havencare Support | | |
| Reports To: | Practice Leader | | |
| Contracted Hours: | 12 | Working Pattern | You will be expected to work flexibly as required in line with our person-centred rota(s) to meet the needs of the person(s) you support. As these needs are likely to change over time, the rota will reflect those changes. *Please refer to the "support brief" * |

Person Profile...

| Values | |
|-----------------------|--|
| Transparency | ...trust is built on telling the truth. |
| Engagement | ...treat people like they make a difference, and they will. |
| Quality | ...don't just do it; do it well. |
| Attributes | |
| Communicator | ... communicates confidently, concisely, and clearly. Listens carefully to ensure understanding. |
| Motivator | ... motivates people to think differently and engage. Brings a positive and infectious attitude. |
| Reliable | ... can be counted on. |
| Person-centred | ... the people we support are always at the centre of every decision and action taken. |
| Team Player | ... enjoys being part of a team and helps others; working together to deliver wider priorities. |
| Resilient | ... confident to speak up. Can work through challenging situations with positivity. |
| Inquisitive | ... is curious. Driven to explore why, how, what, and when, to make improvements. |
| Prepared | ... natural organiser, paying attention to detail to ensure things run safely and to plan |
| Self-Aware | ... understands how your actions impact on others - it's not what you do, but the way you do it. |
| Self-Starter | ... able to work under own initiative and motivated by an ambition to continuously improve. |
| Adaptable | ... adopts a flexible approach to the requirements of the role |

Essential Person Criteria

a. Demonstrable attributes

Refer to attributes above

b. Relevant Experience

Supporting people with learning disabilities and autism; understanding of positive behaviour support, safeguarding people,

c. Qualifications

Care Certificate & National Diploma Lv.2 or a commitment to work towards this.

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Role Brief...

| Responsibilities in Role |
|---|
| 1. Provide outstanding support, with person centred thinking and action |
| 2. Engage in development opportunities that benefit you, your colleagues, and the person(s) supported |
| 3. Engage with wider circles of support |
| 4. Any other duties in the planning, doing, monitoring, reporting, and reviewing of outstanding support |

You will **provide outstanding support, with person centred thinking and action** including:

- demonstrating transparency, engagement and quality in your work and interactions
- ensuring your support practices are safe, caring, responsive, effective, and well-led
- creating environments, choices and opportunities that enable the people we support to fulfil their potential and direct their own lives
- applying person-centred thinking and action around the people being supported
- meeting the changing needs of person(s) supported including any medication and personal care.
- engaging with positive risk taking with an outcomes-focused approach
- maintaining every person's right to privacy, self-determination, choice, dignity, and respect
- following support plan guidelines and helping the person(s) supported manage any health needs
- contributing to the monitoring, recording, and reviewing of support guidelines and outcomes to ensure they always reflect the wants and needs of the person(s) supported
- accurately completing all records (e.g. incident reports, support records) ensuring they are both factual, informative and policy compliant
- providing positive behaviour support, without judgement, and helping people gain independence by providing just the right amount of (active) support.
- being curious about the functions of distressed behaviours; investigating to understand how best to intervene in the least restrictive manner
- sharing information promptly and reporting appropriately in line with policies and procedures

You will **engage in development opportunities that benefit you, your colleagues, and the person(s) supported** including:

- participating and engaging in supervisions/appraisals
- keeping your mandatory and service/person specific training up to date
- Identifying and encouraging learning opportunities for the person(s) you support in all life skills
- engaging in debriefs after any incident or error (practice a culture of learning)
- supporting the induction and development of new team members
- promoting good teamwork and effective and professional communication, developing positive working relationships with all colleagues to ensure consistent support
- engaging and participating in team meetings with a focus on person centred reviews where the person's voice is at the centre
- taking responsibility for recognising your own development needs and participating in all development opportunities; sharing your learning and applying that learning into practice

You will **engage with wider circles of support** including:

- enabling supported people to access external support as needed (e.g. GP surgeries, activities etc.)
- representing the people we support and Havencare in a professional manner, developing and maintaining strong relationships with family, professional partners and the local community
- engaging with family, advocates, deputies, and appointees
- engaging with external partners including medical professionals, social workers, and community support teams

You will **undertake other duties that support the planning, doing, monitoring, reporting, and reviewing of outstanding support**, including:

- applying Havencare policies and procedures into practice
- ensuring all relevant information is shared promptly and accurately
- working with your Practice Leader to identify and resolve any gaps in support delivery