

Role Brief: Support Worker

Post Title:	Support Worker	Contract Type:	Permanent
Salary Range:	£12.70 per hour (£12.30 base rate +40p complex service) (+ enhancements for night working and sleep in duties)	Place of Work:	Havencare Plymouth
Division:	Havencare Support		
Reports To:	Practice Leader		
Contracted Hours:	25	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.

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. Drivers licence is desirable.

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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