Logo

Description automatically generated

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| **ROLE PROFILE** | |
| Role | Support Worker |
| Grade | AS 2A |
| Division/service | Operations |
| Directly responsible to | Team Leader / Team Manager |
| Hours | 36 hours per week (various shift patterns) |

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| **Main duties and responsibilities/accountabilities** | |
| 1 | Provide a warm, welcoming, positive and enabling environment for all who use our services, promoting the health, safety and wellbeing of vulnerable people in line with our Safeguarding policy and procedures. |
| 2 | Promote independence in all aspects of daily living, including personal care, appointments, meaningful activities, friendships and families and health and wellbeing. |
| 3 | Contribute to observing, monitoring, recording, and reviewing processes for people accessing our services. |
| 4 | Work on a rota to meet the needs of our services. Depending on the service this may include a range of shift patterns, such as early mornings, evenings, weekends, sleep-in duties, and waking nights. |
| 5 | Undertake training and development as required. |
| 6 | Undertake duties across services, working flexibly as required. |
| 7 | Act in line with Health and Safety policies and related Codes of Practice. Including but not limited to, safeguarding, medication, and finance policies. |
| 8 | Contribute to care and support planning using all digital tools available. |
| 9 | Produce accurate records and documentation and notify your line manager of any changes or concerns. |
| 10 | Administer and record medication in line with policy and procedure. |
| 11 | Liaise with social workers, other professionals, families and friends and contribute to meetings. |
| 12 | Promote and support independence around personal finances using all digital tools available. |
| 14 | Enable people to give their views on the services they receive through a variety of engagement opportunities. forums, meetings, project groups and awareness-raising events. |

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| **Experience, skills and qualities** | |
| **Essential** | |
| 1 | You can give examples either personally or professionally how you are a good fit for our 4 values:  Personal – We see the value in everyone and support people to reach their full potential.  Progressive – We are driven by improvement and always look to find better solutions.  Consistent – We are strong and dependable and can be relied upon to deliver quality services.  Accountable – We all take personal responsibility and contribute towards successful outcomes. |
| 2 | An enthusiasm for learning and development within social care. |
| 3 | A caring nature with empathy and compassion to enhance the quality of life and well-being of the people we support. Enabling people to have a fulfilled life, whilst promoting, independence and positive relationships. |
| 4 | Ability to cope with the physical demands associated with individuals, in particular with relation to moving and handling. |
| 5 | Ability to use initiative and make appropriate decisions. |
| 6 | Ability to work positively and effectively as part of a team and including colleagues from other agencies. |
| 7 | An ability to use digital tools, e.g., email, electronic care records, or a willingness to learn. |
| **Desirable** | |
| 8 | Relevant training and/or qualification in social care. |

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| **Review arrangements:** |
| The details contained in this role profile may be subject to change depending on the needs of the business. |

Role Profile – Support Version 1 – April 2024