



CORE SUPPORT WORKER JOB DESCRIPTION

*This job description is a statement of the **core** duties of a support worker. Every individual will have additional duties for their support worker, as specified in their Service Design and Working Policy.*

Accountability

To the Service Leader of Mike's team and Mike.

Qualifications

Health & Social Care Diploma Level 2/3 (or willing to work towards)

Basic Computer Skills required or must be willing to learn

Hours

Providing support between 9am to 9pm. There may be times when staff are asked to cover waking night shifts between 9pm and 9am, or cover standbys.

Role Specification

You will be providing the help and encouragement that is required by Mike to take control of his life. Mike will require support from a number of different people, including family and professionals. His family are important to him, and the team must work respectfully and co-operatively with them, enabling Mike to live in his own home within his local community, and to build unpaid relationships.

As a support worker you will need to be pro-active within your role and encourage Mike to do more within his home and within the community which may be of interest to him. This will involve a level of creativity and trying different approaches. Mike will require support with tasks he is less confident with such as cooking and some personal care. Mike needs motivated people around him who show an interest in his hobbies and do not judge his interests.

Responsibilities

To work as a member of a small support team for Mike facilitating good quality services by contributing to creative planning and person-centred approaches to ensure that his life moves in the direction he chooses. Mike is capable so requires 'just enough support' to help him further develop.

- Ensure that Mike has the support that meets his expressed or implied needs. Advocate for Mike where appropriate as Mike might not always be there to speak for himself. Always recognise and respect that you are a guest in Mike's life and home.
- Respect Mike's home and ensure that it is not turned into a place of work. Mike has chosen a room for staff to keep their items in and complete paperwork, which he calls the 'office'. Mike always has access to this room, and it should look like a homely office rather than a work office. This way of living seems to make sense to Mike.

- Helping Mike to stay safe and well while living in his own home. Assisting Mike to participate fully in the community by developing a range of valued activities in his life, promoting real choice, and developing a range of relationships within the community.
- Support Mike with all areas of budgeting and in maintaining his household and being creative in how you support Mike within budgeting and spending without taking over.
- Help Mike cope with his feelings and relationships, whilst assessing other natural supports and learning opportunities in the local area.
- Build a professional relationship with Mike based on trust and respect, always treating the Mike with dignity and, communicating respectfully and appropriately to, with and about Mike.
- Being actively involved in the development of Mike's Service Design and Working Policy and ensuring that these documents are implemented consistently whilst working alone and part of a team. This should be done in partnership with the team, family, and other professionals. Ensure that the service facilitates Mike getting a life and not taking over his life.
- Promote Mike's health and well-being. This should be achieved by encouraging him to ensure that his primary healthcare needs are met by accessing appropriate facilities and by alerting others if his mental or physical health deteriorates.
- Ensuring that Mike's medication is handled, administered, recorded and stored and reviewed in accordance with Beyond Limits policies and procedures. Supporting Mike to increase his understanding around his medication.
- Helping Mike with the choices he needs to make in his day-to-day life to achieve his goals and aspirations, by using a balanced approach, taking positive and agreed risks which emphasises advice and encouragement rather than making decisions on his behalf.
- Treating Mike, always, as an adult and unique individual with same rights as any other citizen, recognising his rights to dignity, individuality, sexual preference, love, friendship, and respect, as well as the right to make his own choices.
- Working with Mike to develop his existing skills and to learn new ones, being innovative and sharing ideas and approaches.
- Actively involving Mike in the recruitment of his support team, finding ways he can be involved in various parts of the process including training up his new staff member.

Duties may vary from time to time as agreed by Beyond Limits.

It is the responsibility of all staff to ensure that any concerns regarding Mike are brought to the attention of a line manager, i.e., concerns regarding Mike's support, care or welfare, finances, or vulnerability. Any person raising concerns around these issues will be fully supported by the

organisation and will receive any assistance that they require to enable them to come forward on behalf of Mike in line with the organisations Whistleblowing and Safeguarding policies.

Working as a team:

As a member of Mikes team, you need to communicate effectively with the team, family, and professionals to make sure Mike is always at the centre of his support, always considering what is important to Mike as well as what is important for him. The team need to share ideas, concerns, and approaches and to be creative in how they approach Mikes support. Mike is unique and the support he receives is as unique as he is. Team meetings and supervisions will support learning and development.

You need to support one another and when confident, become a mentor to newer staff. To provide Mike with the best support there needs to be a positive team culture with open communication, learning from others, and using mistakes as a development tool. Accurate and respectful records/reports are to be written, that are only shared on a need-to-know basis to maintain confidentiality regarding Mike, the team, and the organisation. You must ensure Beyond Limits policies are always observed and adhered to.

Communication

You need to communicate effectively with all the people involved in supporting Mike, via the use of good communication skills, as well as attendance at regular team meetings, support and supervision sessions, and team development sessions. You will use the systems for communication, i.e., Email, Yammer and SharePoint provided for the team. You will be involved in problem-solving within the team, including de-briefs, and participating in person-centred planning meetings and working policy reviews.

Giving and receiving constructive feedback and support of other members of the team in their work is essential within the role. Providing written records/reports as required. Maintaining confidentiality in respect of Mike, employees, and the organisation in line with the organisations General Data Protection Regulations (GDPR) policy.

Self-Development

Taking responsibility, along with the Service Leader, for your own learning and self- development, including annual reviews, identifying training and development needs, and sourcing resources. Bringing to the attention of the Service Leader any training needs identified that will benefit the team as a whole or opportunities that may be of interest personally to support own development i.e., being more involved in finances, rotas, arranging teambuilding or facilitating some learning within the team.

Undertaking and completing all relevant training and development sessions which are requested by Mike or Beyond Limits. Attending regular supervision and team meetings.

The team are working towards being self-directed, so an element of leadership is required within this role. Self-directed does not mean having no leadership in place, it is having a team who take

ownership and responsibility at driving the team forward to support Mike to live his best life, and to leave their own agenda at the door. The whole is greater than the sum of its parts.

Resource Management

Understanding that the Individual Service Fund (ISF) belongs to Mike and staff are responsibility for using this money to benefit Mike. This means ensuring that the budget is used wisely, and that decisions about spending it are agreed as a team including the person and family where appropriate, recorded in the Working Policy and is the best value for Mike, including staff activities expenses and travel expenses.

Continually seeking to provide support in ways which utilise natural supports for Mike and reduce the need for paid support. Planning ahead with Mike and the rest of the team for times when other members of the support team are absent.

Following Beyond Limits policies related to recording and monitoring support funds and Mike’s personal finances and implementing the Working Policy around the use of these resources as appropriate. Helping Mike to maximise benefits and ensuring that assistance from the Assistant Service Leader or welfare rights is sought whenever necessary, working in conjunction with the person’s appointee/court of protection deputy or public guardian.

If any financial issues arise which you feel are peculiar or unusual, or appear to leave you or the team vulnerable, please report these to your line manager or the on-call manager immediately following the organisations Whistleblowing policy.

PLEASE SIGN AND DATE AS CONFIRMATION THAT YOU HAVE READ AND UNDERSTOOD YOUR JOB DESCRIPTION

PRINT NAME:

DATE:

SIGNATURE: