

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 Team Leader of **Helen's** team and Helen.

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 24-hour support, which may include unsociable hours, weekends, bank holidays and sleep-in duties. This may, on occasion, include team on-call and standby.

Role Specification

Providing whatever help and encouragement is required by **Helen** to take control of **her** life. It is likely that to achieve this, **Helen** will require support from a number of different people, including friends, family, professionals and an advocate. It will therefore be necessary for the support worker to respect and work co-operatively with others, enabling **Helen** to live in **her** own home within **her** local community, based on **Helen's** preferences/needs within the framework of **her** Service Design and Working Policy. Ensuring that all Beyond Limits policies and procedures which apply to **Helen** are followed.

Responsibilities

Working as a member of a small support team for **Helen**. Facilitating good quality services for **Helen** by contributing to creative planning and person-centred approaches to ensure that **her** life moves in the direction **she** chooses.

Leading by example in all things you do for and with **Helen**, i.e. respecting **her** home and ensuring that it is not turned into a place of work.

Along with the rest of the team, ensuring that the service facilitates **Helen** getting a life and not taking over **her** life.

Ensuring that **Helen** has the support that meets **her** expressed or implied needs. Act as an advocate for **Helen** where appropriate. Recognising and respecting at all times that you are a guest in **Helen's** life and home. Building a relationship with **Helen** based on trust and respect, and at all times communicating respectfully and appropriately to, with and about **Helen**.

Being actively involved in the development of **Helen's** Service Design and Working Policy, and ensuring that these documents are implemented consistently by working as a team. This should be done in partnership with the team, family and other professionals.

Promoting **Helen's** health and well-being. This should be achieved by encouraging **her** to ensure that **her** primary healthcare needs are met by accessing appropriate facilities for medical, dental, optical treatments, etc., and by alerting others if **her** mental or physical health deteriorates.

Ensuring that **Helen's** medication is handled, administered, recorded and stored in accordance with Beyond Limits policies and procedures.

Helping **Helen** with the choices **she** needs to make in **her** day-to-day life, by using a balanced approach which emphasises advice and encouragement rather than making decisions on **her** behalf.

Helping **Helen** to stay safe and well while living in **her** own home. Assisting **Helen** to participate fully in the community by developing a range of valued activities in **her** life, promoting real choice and developing a range of relationships within the community, including friends, neighbours and other social contacts. Working with **Helen** to find and develop employment opportunities, and supporting **her** to secure and sustain employment.

Working with **Helen** to help cope with **her** feelings and relationships, assisting **Helen** in managing the practicalities of daily living, and in accessing other support systems in the community.

Helping **Helen** with all areas of budgeting and in maintaining **her** household and ensuring that **her** financial obligations are met.

Treating **Helen** – at all times – as an adult and unique individual, recognising **her** rights to dignity, individuality, sexual preference, love, friendship and respect, as well as the right to make **her** own choices.

Providing any support necessary to help **Helen** become more independent over time. This may include a level of personal support when **Helen** first moves home. Working with **Helen** to develop **her** existing skills and to learn new ones.

Continually seeking to provide support in ways which utilise appropriate natural supports for **Helen**, such as family, friends, colleagues and neighbours. Ensuring that all applicable Beyond Limits policies and procedures are followed. Implementing the organisation's Equal Opportunities Policy.

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 **Helen** are brought to the attention of a line manager, i.e. concerns regarding **Helen** '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 **Helen**.

Communication

Communicating effectively with all of the people involved in supporting **Helen**, via the use of good communication skills, as well as attendance at regular team meetings, support and supervision sessions, and sessions arranged by professionals. Alerting the team leader of any communication issues swiftly. Using the systems for communication, i.e. diaries and communication books provided for the team. Being 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. Providing written records/reports as required. Maintaining confidentiality in respect of **Helen**, employees and the organisation.

Self-Development

Taking responsibility, along with the team leader, for your own learning and self-development, including performance reviews, identifying training and development needs, and sourcing resources. Keeping records of your training and development. Bringing to the attention of the team leader any training needs identified that will benefit the team as a whole.

Undertaking and completing all relevant training and development sessions which are requested by **Helen** or Beyond Limits. Attending regular supervision and team meetings, as provided by Beyond Limits.

Ensuring that you understand and work within the values of Beyond Limits and of citizenship. Developing a commitment to social justice, equality of opportunity and the elimination of all forms of discrimination.

Resource Management

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

Continually seeking to provide support in ways which utilise natural supports for **Helen** and reduce the need for paid support. Planning ahead with **Helen** 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 **Helen's** personal finances, and implementing the Working Policy around the use of these resources as appropriate. Helping **Helen** to maximise benefits and ensuring that assistance from the team leader or welfare rights is sought whenever necessary.

If any financial issues arise which you feel are peculiar or unusual, or appear to leave you or the team vulnerable, please discuss these with the team leader as soon as possible.

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

PRINT NAME:

DATE:

SIGNATURE: