



# HILLINGDON

LONDON

## Job Profile

---

<b>JOB TITLE:</b>	Support Worker
<b>GRADE:</b>	Scale 4
<b>POST NO:</b>	Various
<b>JOB TIER:</b>	5
<b>DBS CHECK:</b>	Enhanced
<b>GROUP:</b>	Adult Social Care
<b>SERVICE:</b>	Early Intervention and Prevention- Adult Resources

### REPORTING STRUCTURE

<b>Reports to:</b>	Resource Service Management/ Senior Support Workers
<b>Direct Reports:</b>	Nil
<b>Indirect Reports:</b>	Nil

### ROLE PURPOSE:

- As key worker to facilitate and encourage users in activities appropriate to their needs and abilities and aimed at stimulating, improving and sustaining self help skills and quality of their life.
- To work effectively with the Resource Service Management team & Senior Team & other professionals within the social care & health system as required to identify and deliver service user- focused support plans.
- To be responsible to the Resource Service Management team for the implementation of quality service delivery including, provision of meaningful

activities and programmes, and outreach support for day opportunities, as a singly managed service.

## A. Job Description

---

### 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To encourage and help service users to gain the maximum benefit from using the Resource Service

### 2. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.
- Indirectly supervise volunteers, students, work placements and agency staff placed within the service providing guidance as required and directed.

### 3. Operational Service Delivery

- As directed, to plan and lead identified groups of service users in particular activities in a way, which encourages their independence and self-expression, provides a range of opportunities and experiences, and is stimulating, interesting and relevant
- To undertake the duties of key worker to individual service users, regularly reviewing support plans, and providing written reports as required
- To make use of generic skills and experiences to the maximum advantage of service user and to participate in training to develop these skills
- To attend to the personal care and safety of service users as appropriate and according to the level of dependency of service users, and in a way which respects their dignity and individuality both in the service and when supporting individuals to access the community.
- At all times to maintain professional relationships with service users that respects their dignity, individuality and rights and to conduct duties in a way

which is sensitive appropriate and professionally accountable respecting confidentiality at all times

- As required to monitor, record and report any event, activities and areas of importance concerning service user attendance, safety, progress, activity and wellbeing and any urgent matters concerning service users.
- To administer medication to service users as directed, in accordance with the departmental policy
- To signpost service users to access other services including voluntary and social groups
- To create and maintain effective links with the families and carers of service users, ensuring that the rights and wishes of service users are met
- To be aware and adhere to the requirements of Council's policies and procedures
- To be aware and adhere to the requirements of Council's policy and procedure of Health & Safety at Work Act and all relevant regulations and to fulfil working duties in a safe way, complying with local codes of practice and the procedures of the Centre and the Department and to participate in the undertaking of any relevant risk assessment in conjunction with Senior Support workers/any relevant manager
- To provide a role model of good practice and support to colleagues in order to ensure they are fully acquainted with their task and the means of achieving it.
- To attend regular training in the area of sensory, well-being & community resources as required
- To work in a professional way which maintains effective liaison and working partnerships with other staff and agencies within or outside the service

#### **4. Service Planning & Development**

- To work collaboratively as required with other staff, agencies and individuals
- To receive and contribute to regular management supervision as agreed. Ensure colleagues are fully informed of recent developments at handover. Attend staff meetings, reviews, assessments and training courses applicable to the role.
- To suggest new ideas for ways of developing, promoting, improving or extending the function of the service for the benefit of the service users
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

## **5. Financial & Resource Management**

- To collect and record any monies from service users and any other payments as required and according to the agreed guidance & procedures of the department
- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

## **6. Service Improvement**

- To attend and participate in staff meetings, Supervision meetings and annual appraisals.
- Support the Resource Manager by maintaining useful and appropriate communication with service users, families and carers by encouraging their interest and participation in the welfare of service users at the centre.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

## **7. Contacts**

**Internal:** Agency staff, work placement students,  
Volunteers, student placements

**External:** Service users, relatives of service users,  
Parent Carers, local organisation  
and industry, hospital, Health

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as required by management.

## **9. Key Performance Indicators**

- Undertake duties in accordance with Corporate Health and Safety policies and procedures, including the use of protective clothing and guidelines on Moving and Handling and be responsible for your own Health & Safety and that of others who may be affected and report any concerns to your designated Line Manager.

- Post holders will be expected to take a proactive approach to managing their time and responsibilities to ensure each individual accessing the service receives the maximum amount of support to reach their full potential and independence.
- Delivery of agreed PADA objectives

## B. Person Specification

### Support Worker

This person specification will be used for recruitment to the **Support Worker** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
NVQ level 2 or equivalent, if this is not in place candidate will have the ability to work towards the qualification	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to work flexibly to meet the needs of the service	✓	
Ability to support service users to participate in community activities	✓	
To be physically able to assist in all aspects of moving and handling service users	✓	
Ability to support and aid service users in a hydro pool	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Experience of working (paid or voluntary) with people with a disability	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Ability to plan, lead and deliver a daily programme of activities, making the best use of available resources	✓	
Ability to provide personal care to service users, including administering medication in line with departmental policy	✓	
A competent user of ICT including the ability to use relevant communicative technology, e.g. tablets, and interactive studio	✓	
Knowledge of various aspects of mental and physical disability and associated psychological and social impacts as they relate to individuals.		✓
Knowledge and understanding of, and a commitment to, equality of access and treatment in service delivery.	✓	
Ability to work collaboratively with other agencies as required	✓	
Ability to keep abreast of national and local trends in service development and legislation as it applies to service users	✓	
<b>5. COMPETENCIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>"Can do" positive attitude</b>		

Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
<b>Takes responsibility and delivers results</b> Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
<b>Team working</b> Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
<b>Communication</b> Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
<b>Customer Care</b> Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
<b>Takes ownership of personal development</b> Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	