

Job specification



Job title: Mobile Response Support Worker
Service: Supporting Excellence Team
Grade: G5
Reporting to: Assistant Quality Performance Manager

Your job

The Supporting Excellence Team is seeking a highly motivated and flexible individual to join its mobile support team. You will cover for vacancies, sickness and annual leave within our specialist Autism service ensuring the staffing levels are safely maintained.

There your role will be to provide support to customers with Autism in a new purpose-built building, working as part of a team or on a one-to-one basis, offering life opportunities which maximise individual's potential whilst fulfilling their dreams. The Autism Service facilitates people with Autism to enhance and promote their independence and quality of life. You will encourage customers to realise their goals and aspirations, focusing on an asset-based approach and developing strong links within the community.

Furthermore, you will be required to respond to challenging and complex situations across other locations within our provider services across the Wigan Borough, including residential, supported living, day opportunities and respite as required. You will work closely with customers who may have complex and challenging support needs and will need to have the ability to deal positively with changing priorities.

The post requires the need to be available to work at short notice for cover purposes and to work weekends, bank holidays and unsociable hours.

This post is subject to an enhanced disclosure check.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Support customers with Autism and challenging behaviours by following support plans, updating Care Support Plans and Risk Assessments where necessary
- Promote and maintain the health and wellbeing of all customers, ensuring their needs are met
- Safeguard customers from abuse and maintain and support health and safety within the workplace
- Respond to any incidents and emergencies with a solution focused approach which best meet the needs of the customers, carer and families

- Follow health and safety guidelines, policies and procedures and report all incidents and repairs required
- Achieve professional standards to comply with legislation regulatory standards, quality standards and council policies and procedures
- Monitor and maintain quality assurance frameworks in line with CQC regulations
- Promote the appropriate support to each customer to meet their individual emotional, psychological needs as identified in their support plan, encouraging socialisation, communication and imagination Job specification
- Contribute to the process of assessment definition and identification of customers with Autism
- needs enabling them to develop talents and to meet their full potential
- Co-operate with service staff in promoting and maintaining good relationships with outside agencies
- and the general public and promote a positive image of people with Autism
- Support and enable customers with Autism to experience life opportunities in line with the service
- philosophy of an asset based approach
- Respond to support needs across the Wigan borough

On an ongoing basis you will:

- Maintain professional development and training requirements
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Commitment to undertake training in Autism, CALM and other training relevant to post; to maintain
- continuous personal development in line with statutory registration and internal CPD
- Hold a Level 2 qualification or equivalent / Care Certificate Standards in Care or have the ability to
- complete this within the first 12 months
- Excellent communication skills both oral and written and the ability to use appropriate methods of
- communication styles and language to communicate effectively with different audiences
- The ability to seek and use information, knowledge, and experience to create opportunities for
- customers, interpreting and disseminating this information for the benefit of people with Autism and
- other stake holders ensuring accurate records are kept
- To respect and value people and the ability to support individuals with varying assessed needs

- Be reliable and have the ability to work on your own, unsupervised or as part of a team
- Be adaptive and flexible to meet the needs of customers and the service including the ability to work
- on rota basis including weekends, bank holidays and sleep-in's
- The ability to work closely with other professionals, agencies and families, developing trust, respect
- and co-operation in providing high quality care, ensuring empathetic and informative relationships
- are maintained
- Understand the importance of providing emotional and psychological support to the customers to
- ensure the customer realises their full potential
- To contribute to the development of the service being an Accredited Service
- Be able to change shifts at short notice in line with the needs of the service
- Be able to maintain a high standard of support for complex customers with a passion for continual
- Improvement

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better


Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others


Together we will


Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will


 Genuinely care for you and your wellbeing.

 Champion a culture that inspires you to thrive.


 Listen and engage with you to bring your ideas to life.


 Celebrate your contribution and support you to reach your goals and aspirations.

I will

 Look after my wellbeing and be kind to myself and others.

 Work with others across #TeamWigan to be courageous, innovative and embrace technology.

 Share my ideas and be accountable for making things happen.

 Own my development and let my passion and positivity shine through.