

Job specification



Job title: Support Worker
Service: Day Opportunities
Grade: G4
Reporting to: Senior Support Worker / Establishment Manager

Your job

You will support customers within a day service; you will provide support with everyday life skills and activities. Our customers have varying levels of abilities, and you will be required to deliver a high standard of care and provide support in accordance with individual support plans.

You will offer support to encourage individuals to maintain their independence and you will also assist in developing strong links within the community.

You will be required to work flexibly to meet the needs of the service.

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:

- Complete your Induction, shadowing, and relevant mandatory training to give you the skills/ knowledge to support our customers.
- Work with an asset-based approach with the customers the forefront of everything we do.

On an ongoing basis you will:

- Support individuals with daily activities to maintain health and wellbeing.
- Use an asset-based approach to support customers with their aspirations and achievements, including support in all decision making related to the support they receive
- Make connections with the local and wider community offering opportunities for our customers.
- Liaise with other agencies and professionals such as Social Workers, OT and Learning Disability nurses.
- Provide a network of support and build positive relationships with carers.
- Work with customers in a person-centred way that respects people's individuality and promotes.
 - choice and control
- Support customers with all aspects of personal care needs always promoting respect and dignity.
- Monitor and record the health and wellbeing of customers.

- Administer prescribed medication in line with policies and procedures to always ensure safe administration of medicines.
- Be an active member of the team to develop new ways of working and support innovative and creative ideas.
- 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:-

- Experience of working within a social care setting
- Effective interpersonal skills with customers, carers, and other professional colleagues'
- Excellent ability to understand the customers' needs and wishes and be able to support them in a person-centred manner.
- Excellent communication skills both oral and written.
- Understanding of The New Era for Adult Care and Health and how to implement this within Provider Services
- The ability to work on own or as part of a team.
- To be flexible to meet the needs and demands of the service.

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.