

# Job specification



**Job title: Support Worker**

**Service: Housing with Care – Supported Living Services**

**Grade: G4**

**Reporting to: Team Leader**

## Your job

Supported Living Services support adults with learning disabilities who are living in various types of accommodation in the borough. With a safe environment to live in, we are there to help customers to manage their tenancy or the responsibilities of being a homeowner. We can also help with tasks such as shopping and cooking and in making and maintaining friendships. Night-time support and personal care is there for those who need it, as is technology and equipment to make independent living easier.

As a support worker, you'll be part of one of our busy, lively teams supporting customers with everyday life skills and activities within their own homes so that they can live as independently as possible. Our customers have varying levels of support needs and you'll be delivering a consistently excellent high standard of friendly, professional care and support in line with the individual's support plans. You're there to encourage customers to realise their goals and aspirations as outlined in their support plans and to assist them in developing strong links within the community, building their confidence and living their best life.

### Mandatory statement

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'll receive an induction to our services, your role and mandatory training including person-specific training as required. We'll introduce you to the Care Act and our role as social care providers for our residents in the borough.

On an ongoing basis you will:

- Support customers with complex needs and challenging behaviour in their own homes, in accordance with individual support plans.
- Update individual support plans and other relevant documentation, including risk assessments as and when required.
- Work with individuals in a person-centred way that respects their individuality and promotes choice and control.
- Administer prescribed medication in line with policies and procedures to ensure safe administration of medicines at all times.
- Safeguard customers from abuse and maintain support in accordance with Wigan Council's Safeguarding Policy.

- Respond to incidents and emergencies.
- Develop and embrace new ways of working to improve the service.
- Ensure support offered to individuals is in accordance with health and safety guidelines and appropriate policies and procedures.
- Report all incidents as required.
- Report all repairs required for example equipment property repairs.
- Monitor and maintain quality assurance frameworks in line with Care Quality Commission Regulations.
- 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:-

- An NVQ level 2 / Care Certificate (or equivalent qualification) **or** an equivalent level of experience.
- An awareness and understanding of procedures, standards and quality frameworks within Care Quality Commission regulations.
- A knowledge and understanding of The Care Act.
- Excellent communication skills, both oral and written
- The ability to develop positive relationships with customer, families, agencies and other relevant professionals to maintain high quality care.
- Comfortable to work on your own, unsupervised or as part of a team.
- The desire and ability to support individuals with complex needs or disabilities.
- The ability to be flexible to meet the needs of the customer and the service including working on a rota basis which includes weekends, bank holidays and unsociable hours.

## 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 **Be 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

Individuals with line management responsibilities are also expected to ...

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

### Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

### Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough