

# Job specification



**Job title: Support Worker**

**Service: Hardybutts Mental Health Service**

**Grade: G4**

**Reporting to: Team Leader**

## Your job

Hardybutts is a service which provides support to individuals with mental health needs. The service provides support 24 hours a day, 7 days a week using an asset based approach. The aim of the service is a recovery and reablement focus to support individuals to restore and develop skills and live successfully within the community.

As a support worker at Hardybutts you will be part of the team supporting people with programmes of reablement to lead full and purposeful lives, with increased confidence and self-esteem. You will work closely with a range of partners to support people with their health and wellbeing, lifestyles, daily living and developing links within their local community.

The post will require you to work weekends, bank holidays, sleep ins and unsociable hours.

### 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 will:

- Attend and complete the Care Certificate as part of induction and complete all mandatory training

On an ongoing basis you will:

- Carry out therapeutic activity in line with the agreed support plan to encourage independence and self-reliance
- Use an asset-based approach to support people
- Will administer prescribed medication in line with policies and procedures to ensure safe administration of medicines at all times.
- Respond to any incidents and emergencies with a solution focused approach which best meets the needs of the customer, carers and families.
- Be aware of and follow health and safety guidelines, policies and procedures and report all incidents and repairs required.
- You will be responsible for the safeguarding of all service users.
- Provide the appropriate support to each customer to meet their individual emotional, psychological and physical needs as identified in their support plan.

- 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:-

- NVQ Level 2 in Health and Social Care/QCF credit value or a commitment to complete.
- Be able to work flexibly in approach to hours including working weekends/bank holidays and shifts/sleep in duties on a rota basis.
- Excellent communication skills, both oral and written.
- Excellent decision-making skills and the ability to ask the right questions, break down problems and come up with innovative solutions.
- Effective interpersonal skills with service users, carers and professional colleagues.
- The ability to monitor and review service user's needs.
- The ability to work on your own and as part of a team and be confident as a lone worker.
- The ability to undertake moving and handling tasks.
- An understanding and awareness of Reablement and Recovery processes which allow service users to restore and develop skills to move on from Hardybutts and live successfully within the community.

## 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