

# Job specification



**Job title: Support Worker**

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

**Grade: G4**

**Reporting to: Team Leader**

## Your job

This is an exciting time to join the Supported Living Services team as we have been through a redesign of our services. We are seeking highly motivated, flexible and experienced individuals to join our staffing team. The post offers an exciting opportunity to support our customers within their own homes, offering support with everyday life skills and activities. We encourage customers to realise their goals and aspirations and develop strong links within their community. We recognise each person as an individual, focusing on individual's strengths. The post will require you to work weekends, bank holidays and undertake sleep in duties.

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

On an ongoing basis you will:

- Support customers with learning disabilities and various needs by following support plans.
- Updating care support plans/documentation and risk assessments where necessary of any changes.
- Promote and maintain the health and wellbeing of all customers, ensuring all needs are met.
- Encourage customers to make their own choices and have a knowledge and understanding of The Care Act.
- Administer prescribed medication in line with policies and procedures to ensure safe administration of medicines at all times.
- 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 customer, carers and families.
- Develop new ways of working, with permission to support innovative and creative ideas and embrace new ways of working.
- Follow health and safety guidelines, policies and procedures and report all incidents and repairs required.
- Monitor and maintain quality assurance frameworks in line with CQC regulations.
- 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:-

- An NVQ level 2 / Care Certificate Standards in care or the ability to complete this within the first 12 months and complete all relevant mandatory training in line with departmental practices.
- Excellent communication skills, both oral and written, developing positive relationships with families.
- The ability to work on your own, unsupervised or as part of a team.
- To respect and value people, and to be able to treat people as individuals.
- An awareness and understanding of procedures, standards and quality frameworks within CQC regulations.
- Willingness to be adaptable and flexible to meet the needs of customers and the service including the ability to work on a rota basis including weekends, bank holidays and unsociable hours.
- The ability to support individuals with varying needs and disabilities.
- To be able to work closely with other professionals, agencies and families, developing the trust, respect and co-operation in providing high quality care.
- Understand the importance of providing emotional and psychological support to the customer, ensuring the respite service is a meaningful experience.

## 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

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