

# Job Specification

**Job title:** Support Worker

**Service:** Housing With Care - Supported Living Services

**Grade:** G5

**Reporting to:** Team Leader

## Your job

This is an exciting time to join a specialist team of Support Workers within Supported Living Services. We are seeking highly motivated and flexible individuals to support customers with Autism to live the life they choose in a new purpose built building. You will provide support by 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 Services will facilitate people with Autism to enhance and promote their independence and quality of life. As a Support Worker you will encourage customers to realise their goals and aspirations, focusing on an asset based approach and developing strong links within the community.

You will work closely with customers who have complex support needs and will need to have the ability to deal positively with changing priorities.

You will also be required to work on a rota basis which will include weekends, bank holidays and unsociable hours.

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 on-going basis 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
- 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
- Encourage customers to make their own choices and have 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

- 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 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 stakeholders 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

### 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

# Staff Deal

**Wigan**  
Council

### 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

Signed

Donna Hall CBE, Chief Executive

### 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

Signed



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