

# Job specification



**Job title: Support Worker**

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

**Grade: 5**

**Reporting to: Team Leader**

## Your job

This is an exciting opportunity 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 purpose, built building. This role provides support by working as part of a Team or on individual 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 develop strong links within the community.

You will be working with customers with 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

Within the first 12- 18 months you will:

- Support customers with Autism and challenging behaviours by following supports plans. Update care support plans / risk assessments where necessary
- Promote and maintain the health and wellbeing of all customers, ensuring all needs are met. To 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 meets the needs of the customer, 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 the Councils policies and procedures. Monitor and maintain quality assurance frameworks in line with CQC regulations.

- Provide the appropriate support to each customer to meet their individual emotional, psychological needs as identified in their support plan. Support and encourage each customer in areas of 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 public. Promote a positive image of people with Autism and learning disabilities.
- To support and enable customers with Autism to experience life opportunities in line with the service philosophy of an asset-based approach.
- To 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 ensuring safe, administration of medicines all times.
- Attend all mandatory and bespoke training to ensure competency in role.

### 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 C.P.D. An NVQ level 2 or equivalent / Care Certificate Standards in Care or the ability to complete this within the first 12 months.
- Excellent communication skills, both oral and written. Use appropriate methods of communication styles and language to communicate effectively with different audiences.
- 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 stake holders. Ensuring accurate records are kept.
- To respect and value people, and to be able to treat people as individuals. The ability to support individuals and varying assessed needs.
- An awareness and understanding of procedures, standards and quality frameworks within CQC regulations.
- You will need to be reliable and demonstrate the ability to work on your own, unsupervised or as part of a team.
- Willingness to be adaptive and flexible to meet the needs of customers and the service including the ability to work on a rota basis including weekends, bank holidays, unsociable hours and sleep ins.
- To be able to work closely with other professionals, agencies, and families, developing the trust, respect and cooperation in providing high quality care, ensuring empathetic and informative relationships are maintained.
- Understand the importance of providing emotional and psychological support to the customer to ensure the customer realises their full potential.

- To contribute to the development of the service being rated CQC outstanding.

## 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**

**#TeamWiganDeal**

## 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.