

Job specification

Job title: Mobile Support Worker

Service: Supporting Excellence Team

Grade: G4

Reporting to: Assistant Quality Performance Manager

Your job

The Supporting Excellence Team is responsible for assisting service areas in the effective and efficient use of resources. We help provide support to customers in residential, supported living, extra care and day opportunities.

Your role will be to provide high quality care and cover across the Wigan borough for customers in various locations within provider services. In the role of mobile support worker you will support customers to maintain a high degree of health and wellbeing by providing high quality care across various locations within provider services ensuring that customers are treated with respect and their dignity is maintained. You will also need to be available to work at short notice for cover purposes.

Our customers have a varying level of complex needs and you will be required to deliver a high standard of care and provide support for them in accordance with individual support plans. You will offer support to encourage them to realise their goals and aspirations and you will also assist them to develop strong links within the community.

The post will require you to work 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 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 The Wigan Council's Safe Guard 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, 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.
- ◆ The ability to work on your own, unsupervised or as part of a team.
- ◆ The 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 the ability to work on a rota basis which includes weekends, bank holidays and unsociable hours. Be available to work at short notice covering annual leave, sickness and other emergency situations

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



WiganCouncilOnline



wigancouncil



@wigancouncil



wigan.gov.uk