

## Support Worker

## Role Profile



**TRAFFORD**  
COUNCIL

**Service:** Communities and Wellbeing  
**Grade:** Band 3  
**Reporting to:** Senior Support Worker, Team Co-ordinator  
**Responsible for:** No Direct Reports

### About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Working together to build the best future for all our communities / everyone in Trafford.***

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Your Main Priorities

Support Workers in the Supported Living Service provide personal care services to individuals within their own homes in accordance with the practices and procedures of the Local Authority. They provide support with personal care, medication, meal preparation and domestic tasks and social inclusion.

The Support Worker strives towards promoting and maximising the independence of Service Users and empowering and enabling individuals to make informed choices whilst living their lives to the full within the community.

### Key duties

- To assist Service Users to carry out a range of personal care and domestic tasks whilst promoting and maximising the independence of the individual at all times. These tasks may include
  - Providing physical care, bathing, toileting, dressing and help with meal times
  - Checking needs and progress
  - Teaching daily living skills like budgeting, shopping and claiming benefits
  - Providing leisure and creative activities in a safe and supportive setting
  - To support to maintain jobs where applicable
  - Talking with families and arranging visits
- To consistently work to a high standard, ensuring good quality of care and adhering to the guidelines of Best Practice.
- To focus primarily on the individual needs and preferences of each Service User; to follow individual Service Plans (including assistance to the individual to achieve set goals) and adhere to relevant risk assessments in order to comply with the principles of providing Person-Centred Care.

- To communicate effectively with colleagues, Senior Support Workers and Team Co-ordinators both verbally at meetings and in writing so as to keep colleagues informed, maintain good continuity of care and achieve best possible outcomes for the individual. To support Service Users to make informed choices and decisions for themselves.
- To make accurate records of information for each individual Service User about tasks carried out, level of assistance required and progress made as directed by the Team Co-ordinator
- To follow direction of Team Co-ordinator and Senior Support Worker in order to ensure the efficient and effective running of the service and maximise service user contact time.
- To adhere to safe working practices at all times, promoting a safe and healthy working environment for all staff and service users. This includes a responsibility to immediately report any concerns in this area to the Team Co-ordinator so that risk assessments can be reviewed within required timescales
- To work effectively alongside all colleagues within the department to ensure the effective and efficient delivery of a flexible, high quality, borough-wide service (including changing area as required by the service to cover for absences etc.)
- To work effectively alongside colleagues within the department to ensure the effective and efficient delivery of a flexible, high quality, borough-wide service (*including changing work place as required by the service to cover for absences etc*)
- To assist and support the Team Co-ordinator to implement quality assurance systems by checking that Service Users are fully satisfied with the service they receive, feeding back any areas of concern immediately to the Team Co-ordinator and/or Senior Support Worker as appropriate
- To liaise and communicate effectively with other professionals, Service Users and their families, carers, representatives or advocates as appropriate to achieve the best possible outcome for the individual.
- To identify and actively work towards meeting training and development needs in agreement with Team Co-ordinator/Senior Support Worker. To attend and actively participate in Supervisions, performance reviews and Skills Performance assessments as arranged by the Team Co-ordinator

## About You

### Experience and Knowledge

Experience in the area of Social Care, of working in a caring role (paid or unpaid) or other relevant life experience

Basic knowledge and understanding of what is involved in a caring role

- Sound understanding of good care principles
- Understanding of regulations and legislation within the domiciliary care profession
- Understanding of safeguarding adults at risk
- Sound understanding of the Care Quality Commission (CQC) and how they inspect and regulate services

### **Skills and abilities**

- Good interpersonal skills and sensitive to the needs of others
- Strives to reach the highest standards in customer service
- Communicates effectively, both verbally and non verbally
- Compassionate, patient and empathetic
- Flexible and approachable with a positive attitude, even under pressure
- Self-motivated
- Deals with emergencies and difficult situations swiftly and efficiently and understand the escalation process
- Records with accuracy and detail
- Works on own initiative
- Team player
- Commitment to own professional and personal development

### **Special Conditions**

DBS required

A policy of no smoking will apply

To work weekends and bank holidays on a rota as directed by the needs of the service

There is no office base for this post and you may be expected to work anywhere within the borough of Trafford. It is expected that you will be flexible and able to relocate as necessary

Date prepared/revised:

Prepared/revised by: DT/AM Aug 2019

Revised: CM Nov 2020

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.