



Job Title: Support Worker

Responsible to: Service Manager / Team Leader

To whom to refer: Team Leader

Responsible for: Supporting service users to access activities, caring for individual personal needs.

Key Responsibilities:

- Communicate effectively with members, colleagues, carers and follow communication procedures.
- Take part in a range of activities ensuring that people who use the services have choice and control
- With others organise and deliver effective and efficient vocational and recreational programmes related to the assessed needs of the members.
- Support all personal care needs, following personal care plans, and risk assessments.
- Follow policy and procedure.
- Use resources effectively.
- Put into practice the aims of the organisation.
- Undertake any appropriate induction, training, management supervision and appraisal and take responsibilities for own continuing personal and professional self-development.
- Contribute by working flexibly within the role, the working day and using initiative to ensure the smooth running of the organisation.
- As part of a team take responsibility for a safe and tidy environment and to adhere to the health and safety policy.
- Maintain high levels of hygiene.
- Promote the Centre Image and recruitment of members by ensuring the continuing quality of services to members and external stakeholders.
- Adhere to the safeguarding and vulnerable adult/young person protection policy



- Support team leader by undertaking any other reasonable activity that may from time to time arise. This may mean some weekend and/or evening activities

Person Specification

Job Title: Support Worker

Department: Spectrum Days

Qualities	Essential	Desirable
Physical Make-up	<ul style="list-style-type: none"> ➤ Professional telephone manner ➤ A good level of understanding in spoken and written English 	
Attainments	<ul style="list-style-type: none"> ➤ Willingness to train and achieve relevant attainments as per legislation requirements ➤ Willingness to take part in a wide range of activities with service users as detailed within individual care plans 	<ul style="list-style-type: none"> ➤ Minimum of 6 months or more in a similar role or environment- learning disabilities, autism and challenging behaviours ➤ NVQ/QCF 2 or NVQ/QCF 3 in Social Care ➤ Awareness and/or experience of formal non-verbal communication methods
General Intelligence	<ul style="list-style-type: none"> ➤ Good basic numerate and literacy skills ➤ Understanding of computer systems 	
Special Aptitudes	<ul style="list-style-type: none"> ➤ Ability to work on own initiative ➤ Ability to work as part of a team ➤ Ability to plan and organise own work ➤ Ability to observe and record information 	
Interests	<ul style="list-style-type: none"> ➤ Ability to multi-task ➤ Ability to work well under pressure ➤ Ability to recognise and manage own stress levels 	<ul style="list-style-type: none"> ➤ Proven ability in problem solving
Disposition	<ul style="list-style-type: none"> ➤ Must be trust worthy and honest ➤ Must have ability to be discreet when required ➤ Must be reliable and punctual ➤ Must be able to have a positive outlook 	
Other	<ul style="list-style-type: none"> ➤ Flexibility to work irregular hours e.g. early mornings, evenings, weekends 	<ul style="list-style-type: none"> ➤ Full driving licence and ability to escort service users to and from community/wider based



Spectrum

DAYS

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