

Support Worker Job Description & Person Specification

Rate of pay: £11.72 - £11.98 per hour (under 18's £9.37 per hour)

A/L entitlement: 20 days plus bank holidays (part time pro rata)

Responsible to: Registered Manager

Mission Statement

Orchard Trust supports the involvement, independence and development of people with learning disabilities.

| Our Values | Definition | In action |
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| Kindness | We treat others and ourselves with gentleness, warmth and care, focusing on the little things that really matter | This can be as simple as a kind word, opening a door or making a cup of tea for a busy colleague, sending an email thanking someone or sending family a photo showing how happy a client is with their day or achievement. We build trust by giving gentle and truthful feedback promoting growth and flexible thinking. |
| Respect | We look after ourselves, each other, our places and the environment | Through listening to each other and paying attention when someone has something they want to say we support the development of self-respect and feelings of worth and appreciation. We encourage each other to learn and develop. |
| Individuality | We recognise one another for the people we are, understanding and accepting preferences and beliefs to ensure a personalised care and support. | The individual, each as a separate star, is the centre of all we do. Interaction, in its many forms, allows understanding of ideas and wishes providing dignified care and supporting the individual allowing them to choose what is important to them. This may be a favourite cup, preferred seat at the table or the trip of a lifetime in a helicopter. |
| Working together | We believe the best results are gained through working as a team, valuing suggestions and encouraging new ideas as we strive to continuously improve the care we provide. | Knowledge, skill and understanding develop over time and through the sharing of experience. Seeking best practice and innovation we work closely with others to achieve the best result. We value the contribution of clients, families, staff, volunteers and our partners to support us to be the best we can. |

Job Description

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| <p>PERSON CENTRED</p> <ul style="list-style-type: none">● To demonstrate respect and dignity to those you support● To always act in the best interest of the people you are supporting● To assist in creating an environment that is supportive and positive● To work with a person-centred approach● To enable and empower people to develop new skills and independence● To provide personal and physical care, if required, in line with care plans and risk assessments● To communicate effectively and appropriately● To support people in establishing new friendships and maintaining existing ones● To recognise people's talents and promote individuality● To actively encourage participation in leisure, education and community life, helping people access services that promote their well-being and support people on holidays away from home.● To assist in overcoming barriers so as they may experience new opportunities● To assist in providing a safe and supportive environment● To protect, identify and safeguard from abuse all vulnerable people and undertake the correct procedures for reporting a safeguarding concern | <p>TECHNICAL</p> <ul style="list-style-type: none">● To administer medication in line with Orchard Trust policy and individual care plans● To actively participate in reviews and other relevant meetings● To adhere to Orchard Trust's Policies and Procedures, CQC Essential Standards of Quality and Safety and the GSCC Code of Conduct● To keep up to date and accurate records, performing audits and reviews as required● To keep accurate financial records when dealing with client's finances and petty cash |
| <p>PERFORMANCE MANAGEMENT</p> <ul style="list-style-type: none">● To undertake any training deemed necessary● To fully prepare for appraisal meetings | <p>PERSONAL LEADERSHIP</p> <ul style="list-style-type: none">● To be an efficient, collaborative and effective team member● To communicate effectively and appropriately● To feedback observations and ideas and share your learning● To identify problems and opportunities● To be proactive● To seek continuous improvement● To encourage trust through own actions |

PROFESSIONAL CONDUCT

- To maintain and establish good relationships with professionals, colleagues and anyone you come into contact with through your role
- To always behave in a professional manner
- To display a personal appearance that is clean, appropriate and tidy and dress accordingly
- To maintain confidentiality
- To assist with fund-raising activities across Orchard Trust
- To uphold and demonstrate the values of Orchard Trust and apply these to all internal and external interactions.
- To act as an ambassador for the Orchard Trust
- To express views in a constructive way
- To collaborate to seek the best outcome for the Trust, supporting other teams where appropriate
- To deliver on commitments in a timely way

Person Specification – Support Worker

| | What we are looking for | What this might look like |
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| Team Working | <ul style="list-style-type: none"> Works collaboratively and effectively within a team Is flexible, reliable and adaptable Is actively involved in promoting high standards Has a 'can do' positive attitude Able to work on own initiative Problem solver and prepared to go the extra mile Complies with all aspects of statutory and Orchard Trust regulations | <p>You will actively respond to and support your manager, supervisors and team to maintain a high-quality provision. You are self-motivated and flexible to change, sometimes without much warning</p> <p>Work collaboratively within your team, treating each member with dignity and respect</p> <p>Help generate solutions to any problems that may arise</p> |
| Communication and interpersonal skills | <ul style="list-style-type: none"> Communicates and listens effectively at all levels Maintains confidentiality Has a sense of humour Behaves in a professional manner and acts as an ambassador when representing the Orchard Trust | <p>Speaks clearly and uses appropriate language</p> <p>Shares information effectively</p> <p>You will ensure that chatter and social networking do not lead to inadvertently breaking a confidential piece of information</p> <p>Ensures all sensitive documentation is secure</p> <p>Promotes the Trust as a 'great' organisation</p> |
| Literacy and Numeracy | <ul style="list-style-type: none"> Able to read, comprehend and write neatly, legibly and accurately. Can spell well Is able to undertake simple mathematical calculations Has the ability to write factual information rather than opinion in a succinct way | <p>Up to date records and documentation will need to be completed, such as communication books, food and bowel charts, reports for reviews, minutes of meetings etc</p> <p>You will need to add, subtract, multiply and divide when undertaking Client finance and petty cash duties</p> <p>Any records completed will need to be 'SMART'; specific, measurable, authentic, relevant and timely'</p> |
| IT | <ul style="list-style-type: none"> Be able to use a computer effectively or be prepared to undertake the necessary training and have a working knowledge of Microsoft Word. | <p>Produce a menu, invitation, write a report, letter etc</p> |
| Planning | <ul style="list-style-type: none"> Excellent time management Good organisational skills Able to work within agreed timescales | <p>Begin your shifts promptly</p> <p>Complete set tasks within given time scales</p> |
| Experience | <ul style="list-style-type: none"> Advantageous if experience of working alongside people with learning difficulties or in the Health and Social Care Sector, however, full training will be given | <p>More importantly you will already share our values of kindness, respect, working together and individuality</p> |

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| Training and Development | <ul style="list-style-type: none"> ● Responds to constructive feedback in a positive way ● Uses reflective practice to improve performance ● Undertakes all training deemed necessary ● To undertake the Care Certificate (a mandatory requirement). This must be completed within 12 weeks of commencement ● Three years driving experience and full driving licence and if eligible a willingness to drive a Trust vehicle and undertake a driving assessment ● To have Class 1 Business insurance on private vehicle | <p>Reflect on your working practises. What was good, what wasn't so good, how can I improve and how will I do it next time.</p> <p>Show the motivation and competence to undertake a L2 H and SC Diploma and complete within 18 months of commencement.</p> <p>Use feedback from others to improve work performance</p> <p>Actively involved in the supervision process</p> <p>Takes responsibility for and has a commitment to training</p> |
| Initiative | <ul style="list-style-type: none"> ● Identify problems and opportunities ● Be proactive | <p>Look for new opportunities and be willing to initiate new ideas</p> |

This job description, key skills, person specification and examples given are intended as a guide and are not an exhaustive list of duties, skills and behaviours necessary for the role. There will be a requirement to be flexible in line with changing needs.

As users of the Disability Confident Scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for all advertised vacancies.

