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| Group Support Unit |
| JOB DESCRIPTION |

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| JOB TITLE: | Support Worker |
| JOB GRADE / LEVEL | Sessional and Permanent |
| ACCOUNTABLE TO: | Locality/Departmental Management Team Community Connex Services |
| RESPONSIBLE FOR | <ul style="list-style-type: none"> • To work as part of a team that provide innovative services in a caring and safe environment to children, young people, and adults with a range of abilities and needs including individuals with learning disabilities and or mental health diagnosis. • To provide professional care and support to vulnerable people in a manner that can bring fun, choice, change, empowerment and support their independence and help people achieve the things that they want to in their lives. • Conduct client needs assessments and reviews to enable quality care inputs and outcomes • Develop and ensure regular review of individual care and support plans |
| LIMITS OF AUTHORITY: | <p>To work within the agreed frameworks of Community Connex, including policies and procedures, budgets, and legislation.</p> <p>You must ensure that the highest standards of conduct are always maintained, and that behaviours and actions follow the expectations of our Staff of Conduct Policy.</p> |
| HOURS OF WORK: | Flexible and up to 35 per week |

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| Core Values | <p>Work in accordance with Community Connex Core Values which are:</p> <p>To <i>value, support and provide choices</i> for people with a learning disability and work with their carers and families to enable them to live independently.</p> |
| Safeguarding & Health & Safety | <ul style="list-style-type: none">• Awareness of the importance of safeguarding and working in accordance with Community Connex Safeguarding Procedures• Awareness of Health & Safety Requirements and working in accordance with Community Connex Health & Safety Procedures.• Awareness of Infection Control protocols and procedures especially around Covid-19 and ensuring that these are always in place. |

Summary of role

The role is responsible for the following:

- Working as part of a team to deliver high quality workshops, activities, and holiday breaks for children, young people and adults with learning disabilities across various hubs within Harrow, Hillingdon, and Brent.
- Act as a key worker to co-ordinate and develop the support to the individual using a person-centred approach and co-production to improve outcomes individuals want to achieve.
- Robust planning to create a sustainable approach to supporting people to have greater choice and control over their day, to access mainstream communitybased activities, to progress towards greater independence, volunteering and employment opportunities for those who aspire to this.
- Support people to participate in the community by accessing local facilities and wider community resources and promote social inclusion.
- To work in a flexible way within services ensuring that you are available at weekends, evenings and during the day and be a part of a rota.
- To support people to build on their individual strengths and social networks, develop resilience and life skills and support people to find friendship groups and get involved in activities to maintain health and wellbeing.
- Contribute to the development of person-centred planning, ensuring each individual's plan has meaningful and achievable goals with positive outcomes that meet aspirations as well as needs.
- Offering stimulation and motivation through interaction and social activities with children, young people, and adults.
- To assist in providing age-appropriate play and leisure activities in a caring and supportive environment for children, young people and adults.
- To work on a 1:1 basis or with a small group of children, young people, or adults with learning and physical disabilities during play and leisure sessions and when supporting in the community.

- To set up and put away materials for sessions' activities.
- To help maintain high standards of hygiene and cleanliness.
- To always report concerns to the Team Leader/Deputy Manager/Manager, as appropriate.
- To have due regard for safeguarding and promoting the welfare of children, young people, and adults.
- To maintain good working partnership with parents and carers.
- To offer support when required in their physical and personal needs and carry them out, when necessary, e.g., washing, support with eating, dressing, using the toilet and mobility; with respect for privacy, dignity and encouraging independence.
- Promote healthy lifestyles for individuals, liaising with other professionals and agencies as appropriate.
- Administer medication in line with the policy and the individual's care plans.
- Work in partnership with care managers and other professionals to improve life chances for individuals.
- Encourage the involvement of clients in the development of and day to day operation of the service.
- To maintain and keep current records and any other documents as directed by the Team Leader/Deputy Manager/Manager as appropriate.
- Attending review and multi-disciplinary meetings as required.
- Promoting a positive image of self and organisation. Act as a positive role model and behave in a manner that reflects positively on the company at all times.
- To take responsibility for personal development and access training and development opportunities.

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| Responsibility | <ul style="list-style-type: none"> • <u>Decision Making</u> – Ability to make decisions within scope of role and escalate decisions outside of scope of role. Take decisions under guidance. • <u>Problem Solving</u> – Ability to identify that a problem exists, find a solution, and escalate or report back as appropriate. • <u>Planning & Organisational Skills</u> – Planning your own work, session plans • <u>Learning and Development</u> – To participate in all professional discussions from own one to one supervision meeting, to team and departmental meetings, ensuring that you bring issues to the agenda. To ensure that your training is up to date and current. • <u>Strategic overview</u> – To work towards and be a part of creating team plans which will then feed into the overall business plan of Community Connex. |
| Organisational | <ul style="list-style-type: none"> • <u>Finance & Resource Management</u> – not a requirement for the role • <u>Information Management</u> – Ability to capture and maintain basic information, awareness of confidentiality and the Data Protection Act. • <u>Policy Development & Implementation</u> – Awareness / usage • <u>Regulatory Compliance</u> – Awareness, compliance to own area of work CQC, Council Monitoring and Ofsted where appropriate |
| People | <ul style="list-style-type: none"> • <u>Relationship Building</u> – Maintaining existing relationships with clients, families, staff, and volunteers. • <u>Supervision & Management</u> – Managing Self, Information/policy sharing, attendance monitoring, time and personal effectiveness, documentation/paperwork, work flexibility across services (Monday to Sunday and into the evenings) responsibility for supervision, training attendance - mandatory and non-mandatory, contributing to service reviews, escalation of issues to the managers (e.g., safeguarding). • <u>Stakeholder Management</u> – To ensure regular contact with parents/carers and allocated health care professionals e.g., Social Workers. |

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| Knowledge | <ul style="list-style-type: none"> • <u>Campaigning</u> – Basic awareness of the needs and rights of people with a learning disability/mental health issue and the role of Community Connex and how to represent yourself and the organisation to clients, families, and the wider community. • <u>Physical Skills</u> – Physical ability and skill to |
| | <p>undertake key elements required for the role.</p> <ul style="list-style-type: none"> • <u>Report Writing</u> – Ability to produce robust reports, risk assessments, communication profiles, support plans and have basic IT skills (word, emails, spreadsheets etc.) communicate with clients and families, and report own work to supervisor. |

This job description is subject to regular review.

Person Specification

Please address each of the short-listing criteria on your application form; it is not enough to just affirm the criteria i.e. "I am able to work on my own" will not meet the short-listing criteria. You are required to comment using your experience, values, skills and ideas to highlight each of the short-listing criteria.

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| S | Short listing criteria |
| I | Interview criteria |

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| 1 | A positive attitude towards people who have a learning disability | S | I |
| 2 | An ability to work alone | S | I |
| 3 | An ability and willingness to respond to people's practical and emotional needs | S | I |
| 4 | An understanding of the effects of discrimination and a commitment to equal opportunities | S | I |
| 5 | A commitment to working effectively in a team | S | I |
| 6 | A willingness to work with others to evaluate and develop your work practice | | I |
| 7 | An ability to relate to and communicate with people effectively | S | I |
| 8 | An understanding of the need for people to experience new opportunities and to take risks | | I |
| 9 | An ability to encourage and promote individuals to make choices | | I |
| 10 | An understanding and commitment to Community Connex core values | | I |
| 11 | An understanding of the issues and experiences of people with learning disabilities. | | I |
| 12 | An ability to keep accurate records | S | I |
| 13 | To have the necessary skill to be able to support people with day to day matters as required | S | I |
| 14 | Special job requirements | S | |
| | Ability to work flexibly as necessary Ability to climb stairs Able to be contacted by telephone Aged 18 and over | | |