

PROUD

Of what we're
doing here



Job description

Job title:	Support Worker
Reports to:	Service Manager
Department or team:	Personal Support
Job family:	Direct Services
Role specific requirements:	Be prepared to work flexibly over a 7-day period, be willing to undertake training and personal development activities as required, able to travel to different work locations

Purpose of the role:

The primary role of a Support Worker at Mencap is to directly support our customers, people with a learning disability. You will work with your customers to help them live a happy and fulfilled life and one that is as independent life as possible. You will support them to develop positive relationships and to be an equal and valued member of their local community.

Key responsibilities

The role has responsibilities that focus on two areas: Quality and Relationships

- Ensures the customer is at the heart of everything we do.
- Enables our customers to carry out all the tasks involved in their daily life. This may include things like supporting people with managing their finances and their home, domestic tasks, meal preparation, medication, shopping, medical and routine appointments, personal care (e.g. washing, bathing, shaving, going to the toilet).
- Keeps accurate records, carrying out all recording and reporting in a person centred, factual manner.
- Develops the service and themselves through service reviews, performance management processes, staff meetings and learning and development opportunities.
- Raises appropriate and important issues or concerns in a timely manner with line manager, suggesting ways in which they could be addressed.

- Works safely and ensuring contractual and regulatory compliance so our customers can trust, feel safe and have confidence in the support we provide.

Our Values



You will role model our five values in all your work activities.

Switched on about learning disability

We expect our people to be up-to-speed with the current world of learning disability, know about the challenges and realities people face and understand the impact Mencap is trying to bring about.

Collaboration

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and their families receive the joined-up support they need. Leaders will break down silos and cliques and challenge blinkered or habitual thinking. People will know and love all that Mencap does, not just the work they do.

Final comment

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Mencap.

Person specification

Skills & abilities

Essential/Desirable

Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders

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Basic IT literacy and numerical skills	E
Supporting people with dignity and respect	E
Takes responsibility for their own development	E
Initiative and confidence to make decisions	E
Ability to work calmly, efficiently and accurately under pressure	E
Confidence to speak up for yourself and for others	E

Knowledge and experience

Essential/Desirable

Experience of supporting People	D
Knowledge about learning disability	D
Knowledge about Mencap	D

Qualifications

Essential/Desirable

Educated to GCSE level in Maths and English ore equivalent Level 2 qualification	D
Social care qualification or equivalent	D
Holds a valid, clean driving licence	D