



## Support Worker

We need support workers who are positive, committed and passionate about changing the lives of people with a learning disability. It's hard work but amazingly rewarding. Have you got what it takes?

This pack tells you everything you need to know about the job.

To find out about all our support worker roles go to <https://www.mencap.org.uk/jobs>

# Welcome

## About the Royal Mencap Society

Mencap is the leading learning disability charity in England, Wales and Northern Ireland. We work with people with a learning disability and their families to challenge prejudice and change laws, and we directly support thousands of people to live their lives as they choose.

Our vision is a world where people with a learning disability are valued equally, listened to and included. Our challenge is to make this world a reality. Right now, people with a learning disability face inequalities in every area of life. We tackle the issues head on through campaigning and the delivery of high quality support and services to the people who need us.

### Thinking Big!

We need big changes, which is why we have big ambitions. By the time we reach our 100th anniversary in 2046, we want to look back on a period of historic progress for people with a learning disability and to see our long term goals realised. This starts now with Our big plan – it sets out what we’re going to do to tackle inequality and change lives for the better.

Find out all about us at [www.mencap.org.uk](http://www.mencap.org.uk)

A welcome message from Josie.  
Click the picture to watch.



## Our People

We know we've got a great plan, but it's the people who work and volunteer for us who will turn our plan into real impact for people with a learning disability and their families. That's where you come in!

In return for your hard work and passion we can offer you real personal meaning and purpose in your work; and opportunities to develop as a person, supporter, expert, colleague, leader and activist; and the fun, freedom and challenge to be the best you can.

## Our benefits

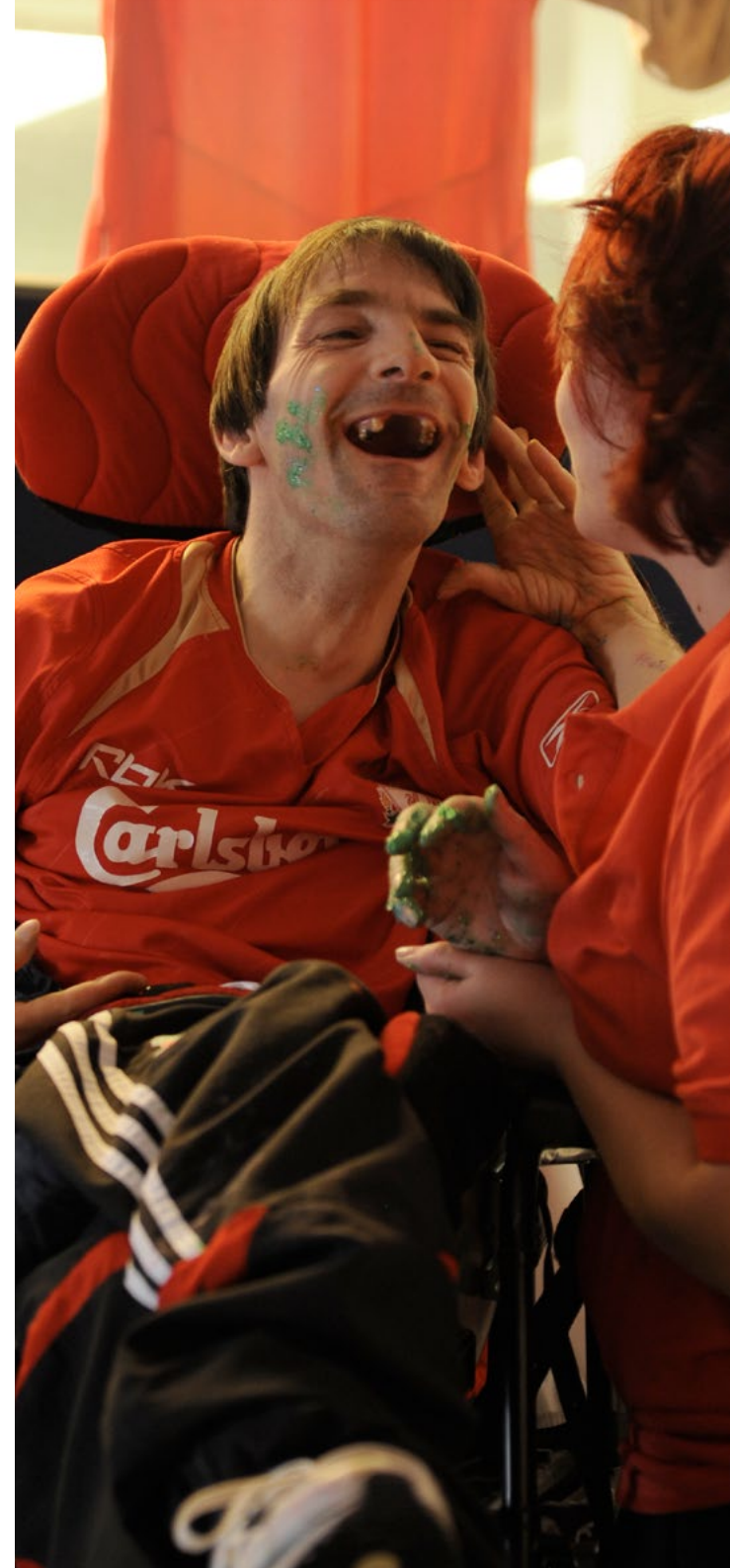
We have a selection of pension arrangements to suit different needs. And our brilliant Mencap Extras scheme has a range of additional benefits including:

- discounts on thousands as of high street stores
- great holiday deals
- cycle to work loans
- phone and computer loans
- childcare vouchers
- free, confidential help and advice service.

“I have worked for Mencap for the last 23 years starting as a support worker back in 1992. I love the work I do in Mencap and feel that the company works so hard to promote people with a disability.

I love the people that I work with.”

**Teressa**



## Who we are

We love individuality and the unique perspective that every single colleague brings to Mencap but we do have a set of core values that show what each and every one of us stands for.

Hear from Mencap colleagues talking about what our values mean to them:

[www.mencap.org.uk/valuesfilm](http://www.mencap.org.uk/valuesfilm)

## And what we do well

Here at Mencap we have a big focus on being the best in following four areas:

1. **Switched on about learning disability** – what it means to people’s lives, the challenges people face and what Mencap is going to do about it.
2. **Collaboration** – working with each other and our partners outside of Mencap to get the best results for people with a learning disability.
3. **Leadership** – we support people to become great leaders who love to learn, develop others and become excellent role models.
4. **Potential** – whoever you are, whatever skills you bring to Mencap we are committed to helping you reach your potential.



INCLUSIVE

We are **Inclusive**. People with a learning disability are at the heart of everything we do.

TRUSTWORTHY

We are **Trustworthy**. When we promise something, we don’t let people down.



Caring

We are **Caring**. We treat everyone with respect and kindness.

chALLENGING

We are **Challenging**. When we see things that aren’t fair we will campaign until we see real change.

POSITIVE

We are **Positive**. We never stop believing in a better future and we celebrate what we are proud of now.

# Job description

Being a support worker at Mencap is sometimes demanding but always hugely rewarding for those with the passion, drive and commitment to improve the lives of people with a learning disability.

## Purpose of 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.

You will need to be prepared to work flexibly over a 7 day period.

The role has responsibilities that focus on two areas:

## Quality

You work effectively to provide individualise, outcome-focussed support to your customers. You enable them to lead their lives as independently as possible.

## Relationships

You work collaboratively, positively and widely with colleagues, customers and stakeholders. You promote and secure Mencap’s reputation and influence within the local area.

“Mencap helped me move to a new home & have made my life easier. The best thing is we have fun and this makes me happy!”

**A viewpoint from a person we support**



# Main responsibilities

## Quality

- 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 (eg 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.

## Relationships

- Supports customers to be as active as they want to be in their local community, encouraging them to try new things and doing the things they really want to do. Activities they may choose can be wide ranging from trips out to places of interest, visits to family and friends, leisure facilities, clubs or college.
- Together with the customer, regularly review and update their support plan, ensuring it is centred on their needs and aspirations.



## Job Description

<b>Job title</b>	Support Worker
<b>Reports to</b>	Service Manager
<b>Job family</b>	Direct Services

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## Person specification

To be considered as a Support Worker we expect you to share and demonstrate our values.

- We are **inclusive**
- We are **trustworthy**
- We are **caring**
- We will be **challenging**
- We are **positive**

In addition to our values, you will also need to be able to demonstrate or tell us about the following areas at your interview.

<b>Requirements</b>	<b>Essential/ Desirable</b>
Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders	Essential
Basic IT literacy and numerical skills	Essential
Supporting people with dignity and respect	Essential
Takes responsibility for their own development	Essential
Initiative and confidence to make decisions	Essential
Ability to work calmly, efficiently and accurately under pressure	Essential
Confidence to speak up for yourself and for others	Essential
<b>Experience</b>	
Of supporting People	Desirable
<b>Knowledge</b>	
Knowledge about learning disability	Desirable
Knowledge about Mencap	Desirable
<b>Other</b>	
Willingness to undertake training and personal development activities as required	Essential
Able to travel to different work locations	Essential
Educated to GCSE level in Maths and English or equivalent Level 2 qualification	Desirable
Social care qualification or equivalent	Desirable
Holds a valid, clean driving licence	Desirable

A list of key activities applicable to the role will form part of the induction and ongoing performance management process. You may be expected to manage / supervise and /or support volunteers whilst undertaking your duties