

SUPPORT Worker – Supported Living Homes

ROLE PROFILE

Relationships

1. Responsible to:	Service manager and Support coordinators
2. Responsible for:	Supporting people with Learning Disabilities
3. Important Internal Relationships:	Balance Colleagues and families
4. Important External Relationships:	Social Workers/CLDT Carers and Families Local health providers Partner service providers Partners in the private and voluntary sector Community services and companies

MAIN PURPOSE OF JOB

To provide personalised support and services to people who purchase their service from Balance. To ensure that Balance provide progressive and high quality support to enable people to reach their individual outcomes.

Prepared by: .....Agreed by: .....

Signature Date: ..... Signature Date: .....

**Overview of the role**

- To demonstrate Balance values, promote best practices whilst meeting service requirements in an efficient and effective way.
- To ensure people are supported safely and to a fulfilling life
- To be responsible for keeping service records up to date
- To work positively with the management and staff team

## Main responsibilities working in our Supported Living Homes

- Being able to work alone and support a small group of people in their home
- To be able to work shifts including sleep ins
- To be able to work weekends
- To be able cover staff leave and sickness
- To be able to manage a home and support people to live their lives depending on their needs, support plans and outcomes
- To be able to carry out regular H & S tasks
- To be able to support people to budget and manage their money.
- To be able to keep the home clean and tidy
- To be organised and aware of people weekly diaries, appointments and activities
- To promote the Health and well being of the people living in the home
- To promote positive relationships between tenants
- To promote positive working relationships with families, professionals and people linked to the tenants living in the home.

## Communication

- To demonstrate strong communication skills with people we support and their families and friends.
- To communicate effectively and positively with the rest of the team
- To ensure emails and communications are kept up to date
- To work collaboratively with the Support facilitator

## Support

- To work collaboratively with our support team, delivering support to people in their own homes and in the wider community.
- To take part in ensuring that the support plan and outcomes are met and kept up to date
- To ensure support provided is of a high standard and in line with the Balance values and policies and procedures.
- To support people to live safely in their homes and in the wider community whilst promoting independence.

## Performance Management

- To ensure that you are reliable, punctual and pro active at work
- To ensure your work is person centred and inclusive

Support worker role profile SHARED HOMES 2018 18.4.18

- To be responsible for recording detail records, support plans and associated paper work.
- To support colleagues and management team and contribute to the overall achievement of the service.

### Financial Management

- To ensure that all financial records are kept up to date and checked as required by the service.
- To understand budgeting and management of peoples finances as informed by line manager.

### General

- To promote the principles of Independence, choice and control, equal opportunities, social inclusion and ensuring people are supported to reach their potential.
- To ensure individual information is captured into systems in a timely fashion in accordance with service guidance and shared with all relevant parties as appropriate.
- To provide evidence of a continued commitment to own personal development and learning
- To prepare and present reports and presentations and other written materials as required.
- To have an awareness of the Adult Social Care safeguarding policy and raise alerts if necessary
- To provide support and assistance to other members of the team and provide cover as and when directed.
- To work in accordance with Balance Policies and procedures including Health & Safety, relevant policies and legislation.
- To maintain confidentiality and to ensure that access and sharing of and use of the information complies with relevant policies and procedures, including the Data Protection Act.
- To be respect equality and diversity with regard to all people we meet.
- To be able to take on all aspects of Key working and ensure that all files and paperwork is kept up to date
- To support people as directed by the individual, their support plans and needs assessments
- To follow guidance on positive risk taking and assessment
- To take part in reviews and meetings as required
- To demonstrate a person centred approach to supporting people
- To be responsible for own personal performance and development

- To have an awareness of cost implications of support planning recommendations.
- To ensure case information is entered into systems in a timely fashion in accordance with relevant case recording policies and shared with all relevant parties as appropriate.
- To work in accordance with Balance's Equal Opportunities, Health & Safety, and other relevant policies and legislation.

## PERSON SPECIFICATION

Job Title: Support Worker – Supported Living Homes

	Essential	Desirable
Qualifications and Experience:	<ul style="list-style-type: none"> <li>• Proven relevant experience of working with/ providing support to people with learning disabilities/Autism and their families.</li> <li>• Experience of using a computer</li> <li>• Good literacy, numeracy, interpersonal and IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 3 or Health and care qualification</li> <li>• Knowledge of local area</li> <li>• Experience in this field of work</li> <li>• Experience of managing a tenancy</li> </ul>
Ability to:	<ul style="list-style-type: none"> <li>• Being to be able understand a support package and outcomes</li> <li>• To lone work and be part of a team</li> <li>• Support colleagues in achieving performance objectives</li> <li>• Actively promote a culture that values equality and diversity</li> <li>• Continuously looks for ways to improve peoples lives and develop new ways of working</li> <li>• Promote independence and well being</li> </ul> <p><b>Communicate effectively:</b></p> <ul style="list-style-type: none"> <li>• Uses a range of communication styles to meet individuals needs</li> <li>• Communicate at appropriate levels, sharing information with those who need to know</li> <li>• Demonstrates an awareness of the impact of own communications on others</li> </ul>	

	<p><b>Build Relationships:</b></p> <ul style="list-style-type: none"> <li>• Team player, to promote a friendly climate, good morale and team cohesiveness.</li> <li>• Mediates conflicts with internal and external customers effectively, or recognises the need to escalate appropriately, in order to facilitate a mutually beneficial resolution.</li> <li>• Establish effective working relationships with a wide range of colleagues and partners at all levels</li> </ul>	
<p><b>Knowledge:</b></p>	<ul style="list-style-type: none"> <li>• Relevant legislation in social care and health provision – The Care Act</li> <li>• Safeguarding procedures</li> <li>• Knowledge of and commitment to the principles of Valuing People and Valuing People Now.</li> <li>• Knowledge around risk and ability promote positive risk taking.</li> <li>• Knowledge of what makes good quality support and ability to uphold these standards through quality monitoring.</li> <li>• Awareness of basic budget management.</li> <li>• An understanding of Support hrs and their monitoring requirements.</li> <li>• Knowledge and experience of support planning and working with individuals in a person-centred way.</li> <li>• Understanding of housing options for people housing benefit payments.</li> <li>• Knowledge and experience of supporting people to manage their personal monies and to maintain their home and tenancy agreements.</li> </ul>	

	<ul style="list-style-type: none"><li>• Ability and availability to work flexibly outside normal office hours to meet the needs of the service</li></ul>	
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