

Job Description

Support Worker

Job Title: Support Worker

Job purpose: To provide person-centred support to all clients

Accountable to: Senior Support Workers/Managers/Directors

Responsibilities:

- Provide support, advocacy and information to the individuals we support.
- Provide emotional and practical support to clients, including personal care where necessary.
- Help clients meet their personal care needs (if necessary) sensitively and appropriately to a high standard, including personal hygiene, assistance with laundry, and preparing meals and drinks.
- Supporting clients to take any prescribed medicine (subject to training), complying with all medicine policies, including storage, administering and record keeping (after suitable and appropriate training has been received).
- Enable clients to achieve independence as far as possible in all areas of their life by providing appropriate information, opportunity, training (where appropriate) and support.
- Help clients to identify and choose their support needs by using a person-centred approach.
- Assist in devising, implementing and reviewing support plans.
- Support clients to actively contribute to the running of Space Inclusive premises.
- Participate in rotas, which may include day, evening, weekend and Bank Holiday working and sleeping-in duties at night (only on residential trips).
- Assist in health and safety assessments, follow health and safety procedures and participate in fire drills and audits.
- Report any maintenance and repair tasks to the Service Manager/Team Leader.
- Provide First Aid services when necessary and if trained to do so.
- Assist the individuals we support to present themselves as valued members of the local community.
- Create opportunities for social and leisure activities with clients.
- Introduce clients to a range of facilities and amenities in the local neighbourhood and wider community.
- Ensure that each individual is supported as far as possible to exercise their rights in the following areas: Privacy, choice, participation in decision making affecting their lives, expression

of their own cultural identity, entitlement to service, feedback on the service they receive and the right to complain, protection of their property, maintaining links with family and friends.

- Liaise with other professionals on behalf of the individuals we support.
- Maintain contact with a wide range of external professionals e.g. GPs, dentists therapists.
- Update records on a weekly basis relating to client progress.
- Assist in writing, receiving and updating of individual support plans in conjunction with the Senior Support Workers/Managers.
- Assist and participate in the wide range of administrative tasks necessary for the smooth running of the service.
- Follow all the Company's financial procedures.
- Participate in the opportunities provided for training and development.
- Participate in regular supervision to: receive support, increase knowledge, identify training needs, evaluate work performance, aid and assess professional development.
- Participate in an annual appraisal co-ordinated by your line manager/Director.
- Attend staff development programmes, training courses, seminars and workshops as required.
- Adhere to all Space Inclusive Policies and Procedures
- Maintain confidentiality about service users, staff and the Company as a whole.
- Promote equality of opportunity and a respect for diversity.
- Be an active member of the team.
- Help cover the work of the team during absence, vacancies, or when a colleague is under pressure.
- Liaise and coordinate with other team members to provide a cohesive, high quality service.
- Participate in and contribute to team meetings.
- Share with other team members previous experience, skills and knowledge, which may be relevant to the team in providing its service.
- Be supportive, respectful and empathic to service users, colleagues and visitors.