

JOB DESCRIPTION

TITLE: Support Worker

POST NO: 6204100AN

DEPARTMENT: Population and Wellbeing

DIVISION: Provider Services – Support to Live Service

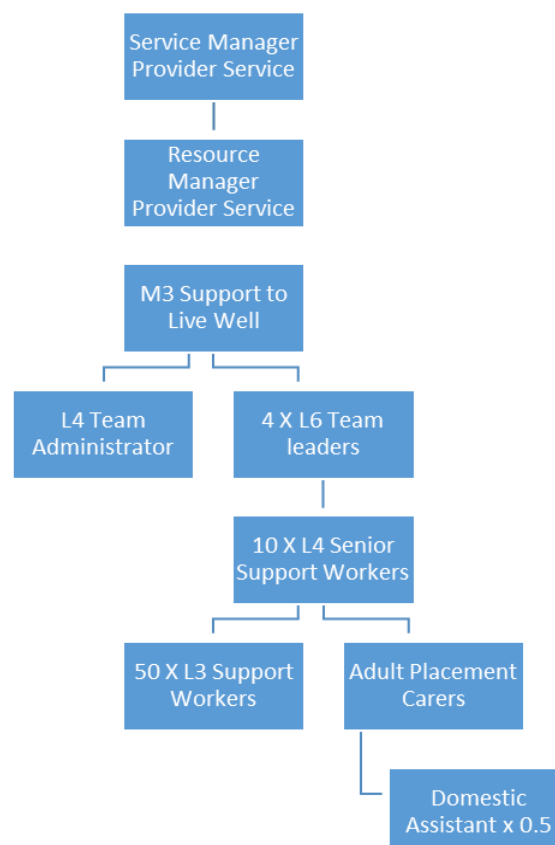
RESPONSIBLE TO: Team Leader

GRADE: L3

PURPOSE OF POST:

To provide support which enables people, families and carers to lead a better everyday life. To apply a strength based approach that focuses on improved outcomes which enhances and improves lives. To work flexibly, and in partnership with integrated services and professionals supporting people's environment, independence and wellbeing

Organisation Structure



PRINCIPAL RESPONSIBILITIES:

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|----|--|-----|
| 1. | To assist people with a range of activities, and services within their own homes, the community and day centres sites. Contribute to the development of care and support plans, to maximise independence to develop people's daily living skills using a strengths based approach | 20% |
| 2. | Support people with personal care (physical, emotional & social) and provide direct support when necessary, including the use of aids & adaptations and specialised equipment, and the administration of medication according to prescription and local policy. | 20% |
| 3. | Contribute to the assessment of need through the daily knowledge of people and their needs, (i.e. risk assessments and person centred plans), to ensure the appropriate level of support and service is provided. | 15% |
| 4 | Read, record and communicate information to a range of people, as appropriate and in line with the council's policies and procedural guidelines and data protection principles. | 15% |
| 5 | Undertake the role of a keyworker by working closely with the individual, their families/carers and professionals involved within their lives, to ensure their best interests are represented and reflected in all aspects of their lives and to support and attend various meetings involving the people. | 10% |
| 6 | Provide informal support during the induction process to new members of staff and volunteers. | 5% |
| 7 | Liaise with appropriate person(s) in cases that cause concern or when conditions require attention to the physical and emotional needs of the customer or in respect of the physical environment. In emergencies to contact relatives, friends, G.P. or emergency services. Report any safeguarding concerns in accordance with the council policy and procedure | 5% |
| 8 | Attend staff and team meetings, as required, ensuring good, effective team communication and productive/dynamic working relationships which creates a positive environment for people accessing and working in the service. | 5% |
| 9 | Actively participate in supervisions & check in and to attend all mandatory courses, relevant to the role, including safeguarding and manual handling, in order to develop skills and knowledge. | 5% |

Financial Resources:

The post holder may have responsibilities for small amounts of cash to be used for activities and must account for all monies as per LBC and local procedures.

Supervisory management

None

Physical Resources:

A range of equipment will be used to support activities, belonging to various agencies. The post holder will be responsible for the safe and correct use and storage and reporting of any damage or malfunction. They are jointly responsible, with all other team members, for reporting issues in regards to the safety and security of the building.

- Other**
- Able to travel across the borough and work across a number of sites.
 - Provide cover to other teams in the service.

Physical effort:

This is a busy, demanding role. Frequent manual handling, including bending and stretching and use of hoists/aids and adaptations/equipment is required. The post holder will be required to push people in their wheelchairs, set up and put away equipment for activities and participate in physical activities with individuals. Frequent outings and activities will involve transferring individuals to and from transport, pushing wheelchairs and supporting individuals with their personal care outside of the normal working environment.

Excessive exposure to emotional strain, supporting adults with learning, physical, health and sensory disabilities, as well as dealing with death and bereavement emotions experienced by the customers, self and work colleagues. On occasions the post holder will be supporting people who may be angry, upset or display some forms of behaviour, which is challenging. A calm, sympathetic, helpful and non-confrontational approach will be necessary in such circumstances.

The post holder will need to be adaptable to change, including the venue and individuals group they are working with.

Working environment:

The service operates from several location which include peoples 'own home and Stopsley Respite Unit. The environment can be noisy and hectic with constant demands on the post holder. Stopsley Respite is a state of the art building with nine bedrooms over two floors. The rooms are suitably furnished and equipped to meet the needs of individuals with physical limitations and those at risk from challenging behaviours. The building has two offices on the ground floor suitably furnished and equipped. They are jointly responsible, with all other team members, for reporting issues in regards to the safety and security of the building. The post holder will be required to move between any of these settings, to meet the service needs and to attend reviews/meetings.

The post holder will be required to undertake some lone work or visits to individuals and families at their home address. Work undertaken is subject to risk assessment and in accordance with LBC's Lone Working Policy.

Context:

Support to Live Well is a service which enables and supports people, families and carers to lead a better everyday life. The service is provided to people assessed to need support under the Care Act 2014 including people with Learning Disabilities, Autism, Asperger's, PMLD (Profound Multiple Learning Disabilities), Physical Disabilities and people at risk of potential Challenging Behaviour.

The aim is to support the Council priorities to enhance skills and education, support safe, strong and cohesive communities and improve health and wellbeing. People are supported in a truly person centred way with their full involvement and that of families and carers. The focus is on individual strengths and personal development to enable people to fulfil their aspirations. The approach is to work in coproduction to adapt to changing needs and to find innovative solutions which promotes positive risk, independence, choice and protects people's rights. Our commitment is to support families / carers with their caring responsibilities as well as enabling them to lead their own lives.

Support to Live Well has several divisions including Supported Living, 3 Independent living flats, Residential and Shared Lives all of which are registered with CQC.

The supported living division provides care and support to people in their own tenancies which is secured through a housing provider. The service is delivered in 8 sites across the borough and the team provide 24 hour on site support to people in areas of personal and social care according to assessed needs. People are supported to be empowered, with dignity, privacy, promoting choice and opportunities to progress in their lives with a focus on self-development, social skills, mobility and decision-making.

The division also provides support to 3 self-contained studio flats within Abigail Court, one of Luton Borough Council's Extra Care Schemes. People are supported to develop their skills and confidence with a progression plan to move on to live a more independent life. The length of stay in the studio flat is temporary and people can live in Abigail Court for up to 2 years. People will be assisted by staff to find appropriate housing in accordance with their progress and individual needs

The residential division serves as a respite provision which operates from a state of the art building which was invested out of Luton's Investment Framework. The unit has nine beds structured over two floors, designed to promote greater independence. The service remit is to provide planned and emergency night respite and to reduce the need for people with the greatest need to be supported outside of the borough which results in less visibility on quality.

The Shared Lives division provide a unique and highly flexible form of accommodation and support, either on a permanent or short term basis for individuals who require support for everyday living. This can be provided through day support, short breaks, emergency respite or a permanent residence. People using Shared Lives are supported by their Shared Lives carer to develop or maintain their independent living skills and friendships in the family home. There are currently 12 Shared Lives carers supporting 12 individuals with learning disabilities/autism.

All divisions within the Support to Live Well service operates 24 hours a day, seven days per week, 365 days per year and requires staff to work a range of shifts and times that will vary to meet service demand. You will be working within a multicultural environment with both males and females.

The role will involve fully supporting people with personal, social and domestic support according to their assessed needs.

The work will involve face-to-face contact with people, their families / carers and members of the public. On occasions the jobholder will be dealing with people who may be confrontational, anxious, upset, distressed or that display some forms of behaviour that may be challenging. A calm, sympathetic, helpful and non-confrontational approach will be necessary in such circumstances. Clear communication is essential, the job holder would be expected to use or learn the many different ways of communication from using signing, body language etc. You will be working within a multicultural environment with both males and females.

The role will involve working strictly within local policy and procedures.

The post holder will be allocated to a specific division and will be required to work shifts, split-shifts, including sleep-in and waking night duties, weekends and Bank Holidays as required. The post holder will be expected to be available to work flexibility across the whole of Provider Services and provide cover when required. The role will involve regular travel to meetings, people's homes and on LBC business and therefore the ability to travel in and around Luton; often at short notice (in emergencies) is normal practice.

Genuine Occupational Requirement

under the Health & Social Care Act 2008 (Regulated Activities) (Amendment Coronavirus) Regulations 2021 anyone working in health and social care settings in England which is registered with and regulated by the Care Quality Commission, must be fully vaccinated. The post holder will be required to provide evidence of full vaccination status or evidence that they are medically exempt

Criminal Records Check (Disclosure)

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for

other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E) :- without which candidate would be rejected

Desirable (D):- useful for choosing between two good candidates.

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the essential and desirable criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Some experience in community work or in social care services in a paid or voluntary capacity.	1,2	Some experience of working with people with disabilities.	1,2
Skills/Abilities	Able to support individuals to access a range of activities/services within the community. (c) Able to provide support to new staff. Able to care for peoples physical, emotional and social needs in a way that promotes independence, choice and dignity. (c) Able to read, write communicate effectively with a range of people in a variety of settings. (c) Able to act as an advocate for individuals in all aspects of their daily lives. Able to respond and liaise accordingly in cases of emergency situations. (c) Work as part of a team.	1,2,3 1,2 1,2 1,2,3 1,2 1,2 1,2		
Equality Issues	Able to identify when discrimination is taking place in service delivery or in the workplace and to take appropriate action where necessary	1,2		
Specialist Knowledge	Some knowledge of issues facing services for clients with learning	1,2		1,2

	disabilities and the needs of the clients group			
Education and Training	Ability and willingness to gain QCF Level 3 Care	1,2	QCF Level 3 in Care	1,2,4
Other Requirements	Able to travel and work flexibly across bases to meet the needs of the service. Willing to work shifts, split-shifts, weekend , bank holidays including sleep-in and waking night duties as required. (C) Some flexibility with start and finishing times to facilitate unforeseen situations and to cover the service. Able to lift/move and handle, using lifting aids, if appropriate (after training) in line with Health and Safety regulations Able to converse with ease with members of the public and provide effective help or advice in accurate and fluent spoken English	1,2 1,2 1,2 1,2 1,2	Demonstrable ability to train others in Manual Handling techniques.	1,2,4

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

We will consider any reasonable adjustments under the terms of the Equality Act (2010), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Luton Council's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulation (2018)