

Job description



Post title: Support & Development Worker

Post number:

Job purpose: *Support students to actively participate in a range of creative and interactive activities that promote inclusion, communication and advocacy; support and encourage independence and resilience; support students in work placement opportunities.*

Reporting to: Deputy Manager
Senior Support Worker

Responsible for: Working in a person-centred way with students, either in a group, 1:1 or 2:1 setting. Encouraging maximum participation and independence.

Liaising with: Students and families; health and social care professionals; advisors; Operations, Compliance and QA Manager; senior management team.

Hours of work:

Grade of post: £12.21 per hour

Current base: Sovereign House, Unit B Sovereign Business Park,
Kingscroft Court, Wigan, WN1 3AP

Disclosure level: Enhanced

DUTIES:

1. Perform duties and responsibilities as assigned by the Deputy Manager/Senior Support Worker/Duty Officer.
2. Provide support to students with a range of health and social care needs, including complex communication needs and behaviours that challenge.
3. Follow closely the care plan for each student and keep up-to-date with changes to information in the student's file.
4. Provide personal care, when required.
5. Assist students with physical disabilities or mobility problems, including use of the hoist.

6. Assist students who need help at meal times, eg. help to prepare and eat meals, wash dishes, use utensils and appliances, tidy up and clear away.
7. Actively talk and listen to students, allowing for personal choice.
8. Promote the use of accessible communication methods.
9. Carry out cleaning and domestic tasks towards the end of the working day.
10. Maintain accurate, concise, up-to-date and timely records of the student's care and progress, eg. communication diary, logbooks, journals, etc.
11. Assist the Deputy Manager/Senior Support Worker/Duty Officer in record keeping, which will be used to compile progress reports and feedback to families.
12. Report and record any accident or incident which may occur – no matter how minor, whether to a student or member of staff.
13. Report to the Deputy Manager/Senior Support Worker any concerns or aspects of the student's care which may warrant investigation or urgent action.
14. Report immediately to the Deputy Manager/Senior Support Worker any noticeable changes in health, behaviour or circumstances of students – maintaining the student's right to privacy and confidentiality.
15. Assist in the reviews of student care plans, when required.
16. When required, co-facilitate workshops using pre-prepared workshop plans.
17. Participate in external and in-house training, as identified by the Operations, Compliance and Quality Manager, or Deputy Manager.
18. Ensure that risk management, health and safety, fire evacuation, accident and incident, GDPR and all other company policies and procedures are followed.
19. Assist in the planning and facilitation of events, workshops and performances.
20. Work flexibly, including at weekends and evenings, when required.
21. Contribute to the service planning process.
22. As a keyworker, foster good relationships and links with parents, carers, students, community organisations and local businesses.
23. Carry out any other duties, commensurate with the post and agreed by the post holder and senior management team.

Person specification

Support & Development Worker



A. Experience

	Essential	Desirable	Source A = Application I = Interview R = References T = Task/Observation P = Presentation
Supporting or working with people with learning disabilities and complex needs, their carers and professionals		✓	A
Problem solving capabilities.	✓		A / I
Producing information in accessible formats.		✓	A
Facilitating or participating in creative workshops and drama performances.		✓	A / I / T

B. Training and qualifications

	Essential	Desirable	Source
Relevant social care qualification, or relevant work experience.		✓	A

C. Knowledge and understanding

	Essential	Desirable	Source
Understanding of the principles of total communication.		✓	A / I
Knowledge and understanding of how a learning disability can affect aspects of a person's life.		✓	A / I

	Essential	Desirable	Source
Knowledge of how to support people with their personal development.	✓		A / I / T
Good understanding of equality, diversity and inclusion and how to promote positive values.	✓		I / T
Understanding of the different forms of advocacy.		✓	A / I / T
Understanding of the different methods of accessible communication.		✓	A / I

D. Personal skills, abilities and competencies

	Essential	Desirable	Source
IT skills, including MS Office packages.		✓	A / I
Ability to provide personal support to individuals in a sensitive manner.	✓		A / I
Ability to support people in their personal development.	✓		A / I / T
Good communication skills.	✓		A / I
Ability to foster good working relationships.	✓		A / I
Positive attitude.	✓		A / I / T
Ability to drive.		✓	A
Self-motivated.	✓		I
Organised.	✓		I / T
Flexible.	✓		I
Active team player, but also able to work on own initiative and effectively prioritise and execute tasks	✓		I

E. Physical requirements

	Essential	Desirable	Source
Dexterity of hands and fingers to operate a computer keyboard, mouse and other devices and objects.		✓	I
Physically able to participate in drama workshops, presentations and meetings.	✓		I
Travel for attending performances and meetings with service users and stakeholders.	✓		I
Sitting for extended periods of time.	✓		I
Lifting and carrying of equipment for use in workshops, if required.	✓		I
Use approved physical restraining methods with students (MAPA), if required.	✓		I

F. Other

	Essential	Desirable	Source
Covid-19 double vaccinated	✓		A / I