



engagenorfolk



## Job Profile - Support Worker

(This role requires an enhanced DBS disclosure with barred list checks)

Salary: £17,160 per annum (pro rata)

The purpose of this role is to:

Provide excellent day to day support that respects individual preferences and choices, and empowers individuals to reach their potential and participate in the life of their community as valued individual citizens.

These are the things you will do to make this happen:

- All of your actions will demonstrate your respect for the rights of the people you support, and for their decisions and choices.
- You will offer guidance and advice to people where it is in their best interest.
- You will take steps to find out each person's preferred method of communication, listening to them and encouraging their communication.
- You will provide physical care and assistance where required, in accordance with people's agreed care plans, respecting their preferences and taking steps to preserve their dignity.
- You will assist in the use- and care of mobility aids and personal equipment.
- You will support people to achieve their personal outcomes.
- You will coach people to develop new skills and recognise and use their talents.
- You will help people to generate solutions to the problems they face, assisting them to find and use relevant information.
- You will support people to maintain important relationships, which may require you to intervene to help resolve conflicts.
- You will connect the people you support with others with whom they have shared interests and ideas.
- You will encourage people to value work, supporting them to find and maintain employment where appropriate.
- You will promote people's individuality, where necessary advocating on their behalf.
- You will encourage and support people to exercise all of their rights, responsibilities and obligations as citizens.
- You will take appropriate action to ensure that the people you support are safeguarded from abuse.
- You will assist people to access services and agencies necessary for their wellbeing.

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- You will adventure with people encouraging and assisting them to overcome barriers and try new things in a safe and supportive environment.
- You will act in a professional manner, keeping good records, communicating effectively and sharing information as appropriate.
- You will devote the whole of your working time, attention and abilities to the people you are employed to support.
- You will be an effective team member, co-operating with colleagues and other people in the best interest of the people you are employed to support.
- You will understand and comply with the standards that you are required to work to and you will endeavour to exceed them.
- You will comply with all aspects of the statutory and local regulations in respect of Health, Safety and Environment.
- You will dress and behave appropriately for the support role you are undertaking.
- You will understand that this is not an exhaustive list of the things you will be required to do, and may vary within differing services.

The ability to drive and willingness to use your own transport on Company business is desirable and may be essential for some services. You will be paid a mileage rate for journeys undertaken.

# Person specification – Support Worker

Personal characteristics	
<ul style="list-style-type: none"> <li>• Innovative problem solver</li> <li>• Flexible attitude</li> <li>• Open to challenge</li> <li>• Willing to try new activities</li> <li>• Excellent time keeper</li> <li>• Encouraging</li> <li>• Adaptable</li> <li>• Able to flex working patterns</li> <li>• Self-aware</li> <li>• Considerate</li> <li>• Calm under pressure</li> </ul>	<p>All these characteristics are essential</p>
Skills	
<p><b>Driving License &amp; own car</b>            The ability to drive and willingness to use your own transport on Company business is desirable, and may be essential for some services. You will be paid a mileage rate for business journeys undertaken.</p>	<p>Desirable – may be essential for some services</p>
Qualifications	
<p><b>Maths (entry level 3) and English (level 1)</b>            Demonstrated by providing certificates confirming qualifications at this level or above OR through a practical assessment at interview.            Where a manager uses discretion to appoint an individual who does not quite reach the required standard the person must reach the required standard to successfully complete their probation.            (Examples of Level 1 qualifications include: GCSE grade D-E, 'O' level grade D-E, CSE grade 2. Please contact Support Office for further guidance on equivalent qualifications.)</p>	<p>Essential to complete probation</p>
<p><b>Diploma in Health and Social Care Level 2 or equivalent</b>            – must be willing to complete within first year if not already qualified</p>	<p>Desirable</p>
<p><b>Experience and knowledge of learning disabilities and/or challenging behaviour</b></p>	<p>Desirable</p>



# Core Competencies (Support Worker)

Set out below are the core competencies for this role. Further details are available upon request from Support Office.

Core Skills	Level
<b>Communication</b> Communicates effectively at all levels and in demanding situations, promoting open communication and sharing of views.	3
<b>Achievement/Results Orientation</b> Checks and monitors performance against given standards, sets own standards and improves performance.	2
<b>Customer Focus</b> Meets customer expectations in difficult circumstances and sees the bigger picture.	2
<b>Teamwork</b> Contributes to effective team working and shows a willingness to co-operate across functional boundaries.	2
<b>Leadership</b> Demonstrates an enthusiastic and committed manner	1
<b>Planning and Organising</b> Plans own time to ensure achievement of tasks within deadlines	1
<b>Commercial and Business Awareness</b> Finds ways to improve effectiveness,	1

Core IT Skills	Level
<b>Basic Skills</b> Knows how to use a PC	1
<b>Internet/Intranet</b> Know how to access and browse internet/intranet	1
<b>Email</b> Know how to use email	1
<b>File Management</b> Know how to store and manage data	1
<b>Information Security</b> Know how to keep your PC safe	1
<b>PowerPoint</b> Know how to use PowerPoint	1
<b>Basic Word</b> Know how to use Word	1
<b>Digital Photography</b> Know how to use a camera	1