Job capsule supplementary information	
Position	Support Worker
Department/ location	Your Choice Barnet / Rosa Morison
Reports to	Manager
Staffing responsibilities	None

Role purpose

To be an active member of the staff team at Rosa Morison in supporting people with PMLD within the framework of the seven social care outcomes:

- Improved health and emotional wellbeing,
- Improved quality of life,
- Making a positive contribution,
- Exercising choice and control,
- Maintaining personal dignity,
- Economic wellbeing and freedom,
- Freedom from discrimination.

Main duties and responsibilities

Example of Outcomes or objectives that this role will deliver:

- Support people with their personal care, including toileting and maintaining their general appearance.
- With the guidance and support from the multi-disciplinary team to support people to manage their health and wellbeing, implementing therapeutic programmes, eating and swallowing guidelines, manual handling and any other programme devised to meet the needs of individuals.
- With the guidance of policies/procedures to undertake administrative work activities such as dealing with petty cash, using IT equipment, planning, monitoring and recording activity sessions, report writing etc.
- Monitor and record service delivery for reporting purposes to parents/carers and stakeholders
- Maintain regular contact with parents/carers and further develop relationships.
- To administer medication when requested in line with policies and procedures.
- To escort on the Centre Transport when required.

Promoting the rights of people with disabilities by:

- Challenging inequality and promoting a positive image of people with PMLD
- Challenging outdated practices and attitudes
- Ensuring that people with disabilities, who choose to, are included where possible in-service development
- Working in a manner that creates and maintains an environment where people are safeguarded and feel free from the risk of abuse
- Using an appropriate range of methods and tools to effectively communicate with people with different needs

Supporting people to plan their own lives by:

- Working in a non-judgmental manner to support people with PMLD also what is important to them.

- Support service users to plan their lives, identify goals and assist with developing and maintaining person centered support plans and day centre timetable.
- Helping people understand, manage and take risks in everyday life.
- Support people to participate in and develop everyday living skills and promotion of socialising.

Teamwork / Lone Working:

- Communicate effectively with colleagues to support service delivery, using a range of methods including in person, by telephone, via electronic communication etc.
- Work alone when required, and to follow all lone working procedures
- Use initiative, as required, to support people and the service, making appropriate decisions

Consistency:

- Follow policies, procedures and agreed guidelines for supporting individuals and for the service
- Work within current legislation (and statutory requirements for regulated services). For example, The Data Protection Act, The Mental Capacity Act, Valuing People Now, The Health & Social Care Act 2008, Autism Bill, Health & Safety etc.
- Work towards and achieve goals agreed within supervision and performance review.
- Be responsive to changes with individual people, and to service requirements and development

Time Management:

- Fully comply with the shift timetables and arrive in good time to be ready to work at the times allocated
- Respect everyone and arrive on time to support them with their planned activities, attend meetings and other events
- Plan work activities in order to ensure that each task is carried out to an expected standard.
- Work in a calm and timely manner to meet people's needs and to respond accordingly when plans change

Professional Development:

- With the guidance and support of senior team members be responsible for own personal development
- Participate in all formal and informal training (induction, coaching, mentoring, seminars and away days), identified through individual annual performance review, supervision, service development, legal requirements etc.
- Apply what is learned through training, including coaching / mentoring

With the guidance and support of management team members respond to local and national developments in the support of people with PMLD

Relationships

Internal/External Contacts:

- Use a range of methods to effectively communicate with colleagues, family members / carers etc.
- Value the contribution of parents and carers in the support of individuals
- Seek advice and support from team members and others.
- Ensure that a high level of confidentiality is maintained in all aspects of work.
- Follow policies, procedures and agreed guidelines for supporting individuals and for the service
- Participate in the development of guidelines for supporting individuals
- Work within current legislation and statutory requirements for regulated services. For example, The Data Protection Act, The Mental Capacity Act, Valuing People Now, The Health & Social Care Act 2008, Autism Bill, Health & Safety etc

- Be responsive to changes with individual people, and to service requirements and development

General Obligations

Performance management

Ensure that performance targets are met and a culture of performance management, customer care, value for money and resident / service users' empowerment is embedded across the Group

Flexibility

Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.

The Barnet Group's commitment

Deliver The Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The Barnet Group delivers.

Promote and demonstrate commitment to a culture of safeguarding children, young people and vulnerable adults.

Person Specification

Job title: Support Worker

Education, Qualifications, Memberships

- Good literacy and numeracy skills
- Willingness and ability to achieve Level 3 NVQ in Health and Social Care
- Basic health and safety
- Basic first aid
- Epilepsy (including additional rescue medication)
- Medication (including via peg)
- Risk management
- Safeguarding
- Peg feed
- Moving & Handling

Good IT skills and understanding of Microsoft Office

Experience

- Experience of working with people who have profound and multiple learning disabilities

Skills and Knowledge

Essential:

- Willingness and ability to achieve Level 3 in Health and Social Care
- Good literacy and numeracy skills
- Can demonstrate good aptitude, common sense, skills and abilities around working with people with PMLD
- Physically and mentally competent to carry out all the tasks required by the job description and any other identified tasks within the remit of the role.
- To have a can-do attitude and a willingness to carry out personal care, manual handling and physical interventions.
- Good team player with a willingness to listen, support and respect colleagues/service users.
- Be physically fit and energetic
- Excellent communication skills
- Good IT skills and understanding of Microsoft Office
- Willingness to support people with individual programmes in the hydrotherapy pool and from the multi-disciplinary team.

Desirable:

- Level 2 in care or equivalent
- Experience of working with people who have profound and multiple learning disabilities
- Basic health and safety
- Basic first aid
- Epilepsy (including additional rescue medication)
- Medication (including via peg)
- Risk management
- Safeguarding
- Peg feed
- Moving & Handling

Values	Behaviour Indicators
• Show respect	• Treat other people as you wish to be treated yourself
• Find solutions	• Think outside the box, and be innovative
• Make a difference	• Go the extra mile to show your customers you really care
• Be person-centred	• Treat everyone you meet as an individual, and remember, one size does not fit all