



PROGRESSIVECARE

Job Description & Person  
Specification:

# **SUPPORT WORKER**

*16+ Supported Living*



PROGRESSIVECARE

# JOB DESCRIPTION: SUPPORT WORKER

**Service:** Supported Living Services

**Responsible to:** Unit Manager

**Grading:** Band A (Level 1-5)

## Summary of Main Duties and Responsibilities

- To create a safe supportive environment for children and young people in line with Safeguarding Policies and Procedures and in line with associated government guidance and legislation
- To ensure young people's needs are met.

## Summary of Main Duties and Responsibilities

### Job Specific:

1. To do all you can to safeguard children, young people and vulnerable adults as per the company's policies and procedures, which includes a duty to report anything of concern
2. To ensure the implementation of individual plans so that each young person is given the opportunity to make progress
3. To ensure the implementation of plans and risk assessments
4. To contribute to the review and evaluation of support packages and plans
5. To maintain written records so that assessment, plans and other reports can be produced, implemented and monitored
6. To work as part of a team to ensure the smooth running of the service and also to ensure that there is a continuity of support for young people
7. To key work with individual young people
8. To work with young people and help them resolve any personal problems
9. To act as an appropriate adult as required
10. To actively promote the rights of children and young people
11. To actively promote positive outcome for children and young people
12. To attend and contribute to any meetings as and when directed
13. To priorities work load in consultation with senior members of staff
14. To work closely in co-operation with family, social work staff, personal advisors, specialists and other professional agencies.
15. To have an awareness of the issues relating to young people
16. To undertake routine administrative tasks and provide written reports as required
17. To maintain and contribute towards maintaining the accommodation to the highest standards.
18. To organise and participate in activities with young people

19.	To work a 7-day week shift pattern, covering days and nights as appropriate to ensure the service is adequately covered by staff.
20.	To undertake any emergency cover as required by the manager.
<b>Training and Development</b>	
1.	To ensure that all mandatory and service specific training is attended and that you actively participate and contribute to any training undertaken
<b>General</b>	
1.	To respect and maintain the confidentiality of all matters that you learn, including matters relating to customers, service users, members of staff and contractors.
2.	To observe the requirements of GDPR (2018), Equality Act (2010) and any other legislations and guidance's which informs and governs business practice.
3.	To act in accordance with accordance with company policies and procedures
4.	To attend for work reliably and punctually

<b>Job Specific Notes</b>	
<b>Progression through grading bands</b>	
The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.	
<b>Flexibility Clause</b>	
All staff are expected to work in a flexible way when the occasion arises, ensuring that tasks not specifically covered in their job description are undertaken. These additional duties will normally be comparable with the regular type of work	

<b>Issued by the HR Department</b>	
<b>Name:</b>	<b>Job Title:</b>
<b>Signature:</b>	<b>Date:</b>

<b>Employee Acceptance</b>	
<b>Name:</b>	<b>Date:</b>
<b>Signature:</b>	



# PERSON SPECIFICATION: SUPPORT WORKER

<b>Service:</b> Supported Living Services	<b>Responsible to:</b> Unit Manager
<b>Grading:</b> Band A (Level 1-5)	
<b>Progression through grading bands</b>	
The post is career graded and progression through the bands will require the post holder to deal with increasing levels of responsibility, complexity of work and degree of emotional demand appropriate to each band.	

Values	
1.	Desire to work with young people
2.	An empathy towards young people living within supported accommodation
3.	A commitment to safeguarding and protecting vulnerable adults and children

Knowledge and Experience		
<b>Experience</b>	Minimal Experience however demonstrate a desire to work with young people	<b>Level 1</b>
	1 years' experience within a similar role	<b>Level 2</b>
	2 years' experience within a similar role OR holds a health and social care qualification	<b>Level 3</b>
	3 years' + experience within a similar role OR holds a health and social care qualification	<b>Level 4 - 5</b>
<b>Knowledge</b>	A general knowledge of young people and issues that affect them	<b>Level 1 - 5</b>
	An awareness of equal opportunities and actions or situations that may be considered as discriminatory	

Qualifications and Training		
<b>Qualifications</b>	A willingness to complete the relevant Level 3 diploma (within two years of commencement)	<b>Level 1 - 4</b>
	Relevant Qualification	<b>Level 3 - 4</b>
	Qualified level 3 (or equivalent)	<b>Level 5</b>
<b>Training</b>	A willingness and commitment to undertake regular training relevant to the job role	<b>Level 1 - 5</b>
	Ability to demonstrate a commitment to professional development	<b>Level 1 - 5</b>

Skills and Abilities	
1.	Ability to communicate clearly, both written and verbal
2.	Ability to respond effectively to information shared within a team environment
3.	Ability to form appropriate, professional and positive relationships
4.	Evidences and applies de-escalation/conflict management techniques appropriately

5.	Good, clear recording and report writing skills including use of IT systems
6.	Understands the key components of record keeping
7.	Good understanding confidentiality and GDPR
8.	Able to read and comply with relevant care plans, risk assessments and management strategies
9.	A good understanding and ability to meet the needs of young people with respect to their race, religion, culture and sexuality
10.	Advocates equal opportunities and actions or situations that may be considered as discriminatory
11.	Demonstrates a good understanding of Supported Services and their purpose
12.	Demonstrates empathy towards young people that are placed within services
13.	Ability to work effectively as part of a team
14.	Ability to attend for work reliably and punctually
15.	Ability to work in accordance with a rolling rota, including working nights, weekends sleep-ins and bank holidays
16.	To be able to plan own work and prioritise tasks, and work to set timescales
17.	To attend and contribute to team meetings

#### Issued by the HR Department

<b>Name:</b>	<b>Job Title:</b>
<b>Signature:</b>	<b>Date:</b>

#### Employee Acceptance

<b>Name:</b>	<b>Date:</b>
<b>Signature:</b>	