



Job Title: Support Worker – (Full time / Part time)

Location: High Wycombe, Slough, Aylesbury, All Bucks Area

Salary: £12 per Hour (inc. Sleep-ins)

Job purpose: to provide a high-quality service to the Young People we support.

Accountable to: Tema Leader, Home Manager, Registered Manager

Responsibilities:

- Provide support, advocacy and information to the individuals we support.
- Provide emotional and practical support to Young People.
- Help young people meet their needs sensitively and appropriately to a high standard, including personal hygiene, assistance with laundry, and preparing meals.
- Supporting young people to take any prescribed medicine, complying with all medicine policies, including storage and record keeping.
- Enable young people to achieve independence as far as possible in all areas of their life by providing appropriate information, opportunity, training, counselling and support.
- Help young people to identify and choose their support needs.
- Assist in devising, implementing and reviewing support plans.
- Assist in keeping the home clean and tidy at all times.

Provide a safe, comfortable and supportive home for the individuals we support.

- Support young people to actively contribute to the running of their home.

- Participate in rotas, which may include day, evening, weekend and Bank Holiday working and sleeping-in and waking night duties.
- Assist in health and safety assessments, follow health and safety procedures and participate in fire drills and audits.
- Report any maintenance and repair tasks in the house, to your line Manager.
- Provide First Aid services at the house/service when necessary and if trained to do so.

Assist the individuals we support to present themselves as valued members of the local community.

- Create opportunities for social and leisure activities with service users.
- Introduce young people to a range of facilities and amenities in the local neighbourhood and wider community.

Ensure that the rights of the people we support are always protected and respected.

Ensure that each individual is supported as far as possible to exercise their rights in the following areas: Privacy, choice, participation in decision making affecting their lives, expression of their own cultural identity, entitlement to service, feedback on the service they receive and the right to complain, protection of their property, maintaining links with family and friends.

Liaise with other professionals on behalf of the individuals we support.

- Maintain contact with a wide range of outside professionals, eg. general practitioners, dentists, and therapists etc.
- Liaise with Day Service providers.

Keep records and participate in administrative tasks.

- Assist in writing, receiving and updating of individual support plans in conjunction with the young people Support Plan.
- Assist in writing weekly and monthly reports.
- Assist and participate in the wide range of administrative tasks necessary for the smooth running of the house/service.
- Follow all of the company's financial procedures.

Participate in the opportunities provided for training and development.

- Participate in regular supervision to: receive support, increase knowledge, identify training needs, evaluate work performance, aid and assess professional development.
- Attend staff development programmes, training courses, seminars and workshops as required.

Work within, and promote, the policies and procedures.

- Follow the policies and procedures outlined in the Manual of Procedures
- Maintain confidentiality about service users, staff and the Company as a whole.
- Promote equality of opportunity and a respect for diversity.

Be an active member of the House/Service team.

- Help cover the work of the team, during absence, vacancies, or when a colleague is under pressure.
- Liaise and coordinate with other team members to provide a cohesive, high-quality service.
- Participate in and contribute to team meetings.
- Share with other team members previous experience, skills and knowledge, which may be relevant to the team in providing its service.
- Be supportive, respectful and empathic to service users, colleagues and visitors.

Any other duties.

- Undertake any duties consistent with the overall purpose of the post as directed by your line manager.

Person Specification

Key Competencies

1. Good written and verbal communication skills
2. To understand the principles of empowerment and the ability to support service users to exercise choice and control over all aspects of their life
3. Ability to communicate with people at all levels
4. Ability to work unsupervised
5. Ability to work on own initiative
6. Ability to maintain confidentiality
7. Ability to work as a team member
8. Experience of delivering personal care
9. Knowledge of the needs of vulnerable people
10. Knowledge of the role played by other agencies
11. Basic cooking skills
12. Good interpersonal skills
13. Good listening skills

ITEM	ESSENTIAL	DESIRABLE
Educational Standards	Basic Numeracy & Literacy Skills.	
Professional Qualifications	Be willing to work towards an NVQ 3 Health & Social Care or equivalent.	NVQ 2 or above in Health & Social Care.
In-Service Training Certificates	Commitment to attend training and team meetings, as required.	Health & Safety, First Aid, Food Hygiene, Moving & Handling.
Relevant Job Experience	Previous experience working with young people aged 11+	
Specialist Knowledge	Understanding of Person-Centred Planning and principles of empowerment	Mental Health Substance Misuse Teen Parents
Organisational Abilities		Ability to plan and organise a work load, and meet report deadlines.
Attitude & Disposition	Willingness to accept	Able to deal with

	instruction / direction	challenging situations
Other	This pose will be subject to an enhanced criminal check.	