

## Links South West

Support Worker

Job Description

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<b>JOB TITLE:</b>	<b>Support Worker</b>
<b>REPORTING TO:</b>	Team Leader or designated Line Manager
<b>LOCATION:</b>	Links South West services
<b>MAIN PURPOSE OF JOB:</b>	To assist the home manager, team leader and colleagues in maintaining a high standard of care practice in accordance with the philosophy, aims and objectives of Links South West

### 1. SPECIFIC RESPONSIBILITIES

#### Service Users

- 1.1 To assist the Team Leader and the Management Team in maintaining a happy, stimulating and secure environment for all service users
- 1.2 To maintain a high level of service user supervision/support at all times.
- 1.3 To ensure a high level of security and safety of the building is maintained and to report any issues or concerns regarding safety immediately to the relevant person/s.
- 1.4 To contribute to the assessment of the needs of individual service users and to the formation of programmes to meet those needs. These programmes will include educational, social, vocational, physical, life skills and therapeutic activities.
- 1.5 To support service users in these activities.
- 1.6 To contribute to the recording and evaluation of these activities.
- 1.7 To produce reports for the Team Leader and Management Team on service user progress.
- 1.8 To ensure that service users' medications are administered as prescribed by the General Practitioner, and recorded as required.

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- 1.9 To attend internal and/or external case conferences, reviews and meetings as required.
- 1.10 People with complex needs and/ or Autistic Spectrum conditions (ASC) can present with behaviour that challenges. This may on occasions necessitate having to physically intervene or remove service users from potentially difficult or hazardous situations in line with their agreed behaviour management programmes and Links physical intervention policies. All staff working with service users undertake Studio 3 training. These are the only techniques permitted to be used.

### ADMINISTRATION

- 1.11 To carry out delegated administrative functions as and when required by the Line Manager. These may include:
- Service user's case records
  - Financial records – including service user's personal money, clothing allowances, petty cash
  - House safety checks
  - Other relevant administrative functions

### OTHER DUTIES

- 1.12 In order to ensure high standards of care practice throughout the service, it will be necessary to undertake a range of normal domestic, personal care and/or social skills tasks, many with service users, to include;
- Cooking, cleaning, washing, ironing, vacuuming, personal care, driving company vehicles**
- 1.13 To undertake appropriate professional training and development, including related QCF (qualifications and credit framework) training.
- 1.14 To participate fully in developing and maintaining a cohesive team approach to all aspects of the work of Links
- 1.15 To maintain good professional relationships with other members of staff, and other interested parties, including parents, families, social workers and health professionals.

- 1.16 All the above to policies, agreed quality standards and systems in line with external accreditation programs.

## **2. CONFIDENTIALITY**

- 2.1 Maintain confidentiality for all areas of Links, its staff and its work. The nature of the work within the service entrusts staff with confidential information about people with complex needs and autism, their families/carers and staff. Any breach of confidentiality will constitute gross misconduct.

## **3. GENERAL RESPONSIBILITIES**

- 3.1 Co-operate with all Links staff in maintaining good relationships with outside agencies and the general public in order to uphold Links image and win increased support for its work.
- 3.2 Promote a positive image of the service and the people who use it.
- 3.3 Ensure that your conduct at all times does not conflict with the professional expectations of Links
- 3.4 Actively support and promote Links and all its policies including 'Equal Opportunities'.
- 3.5 Co-operate with all Links staff in maintaining harmonious inter-personal relations.
- 3.6 Attend Staff meetings and training as required.
- 3.7 Ensure an awareness and observation of Fire and Health and Safety regulations.
- 3.8 Ensure the respect, dignity and rights to privacy of all service users as far as possible.
- 3.9 Participate in regular Management, Support and Development sessions with your Supervision Mentor Manager.
- 3.10 Carry out any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your Line Manager or his/her higher level of authority.

**Note:**The job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and subject to amendment in consultation with the post holder.

**EMPLOYEE SPECIFICATION  
Support Worker**

The essential and desirable characteristics of the post holder are indicated by 'X'.

**CATEGORY** **ESSENTIAL** **DESIRABLE**

<b>CATEGORY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>A. Qualifications</b>		
NVQ 2/QCF in related subjects		X
Prepared to gain such qualifications, if not already held	X	
Full, clean driving licence		X
Prepared to gain, if not already held	X	
<b>B. Knowledge</b>		
Basic knowledge of Autistic Spectrum Conditions (ASC)		X
Basic knowledge of supporting people with learning disabilities and complex needs		
<b>C. Skills</b>		
Clear oral communication skills	X	
Ability to initiate and engage people with ASC in a wide variety of social, educational, vocational, recreational and domestic activities		X
Ability to produce clear reports and keep accurate records	X	

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Ability to drive		X
Ability to follow Links policies, procedures and guidelines	X	
<b>D. Work Experience</b>		
Work as part of an effective team	X	
Experience of working within a social/healthcare setting within the community		X

<b>E. Personal Qualities</b>		
Commitment to Equal Opportunities	X	
Self-confidence	X	
Flexibility	X	
Motivation	X	
Initiative		X
Assertiveness		X
Stress tolerance		X
Decisiveness	X	
Judgement	X	

<b>F. Health</b>		
Good health and attendance records	X	

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<b>G. Fitness</b>		
In order to move, physically intervene or remove service users from dangerous situations, good physical fitness	X	
In order to undertake studio 3 training, to carry out the actions described above, good physical fitness	X	

The working conditions of this post are indicated below:-

**Travel:**

The organisation currently has services in Devon.

**Unsocial Hours:**

The post necessitates day, weekend, evening shift working. It may include sleep-ins for which an extra allowance is paid.

**Workplace:**

Any designated Links establishment and community facilities accessed.

**Pressures Inherent in Job:**

Changing/expanding organisation.  
Complex and challenging service user group.  
Maintenance of high professional standards.  
Job can be physically and mentally demanding.

**Conditions**

Hours per week	As agreed
Holiday entitlement	As per statutory guidelines.
Pay	As agreed
Sickness pay	Statutory sick pay only.