



## **Ealing Mencap - Job Description**

<b>Job Title:</b>	Support Worker
<b>Responsible to:</b>	Team Leader
<b>Responsible for:</b>	N/A
<b>Salary:</b>	£9.75 per hour
<b>Hours:</b>	Various Hours Available
<b>Contract:</b>	Permanent

Ealing Mencap is able to offer flexible and varied roles based on the needs of our customers and services. All Support Worker posts involve working evenings and/or weekends on a regular basis to meet the needs of the service.

All Ealing Mencap posts are subject to ongoing funding of the service.

### **Overall Purpose of the Job:**

Provide high quality care and support, including the provision of personal care in accordance with CQC regulations.

Support people with learning disabilities to enjoy gaining skills and confidence in the areas of independent living, life skills, socialisation, health/well-being, and employment.

Design and deliver activities/sessions on a day-to-day basis to ensure both customer and organisational needs/expectations are met.

Support customers to make choices, and to be involved in all areas of their care and support, whilst working towards their desired outcomes.

### **Main duties and responsibilities**

- Ensure the well-being, safety and welfare of customers at all times that they are within the care of Ealing Mencap

- Share in the duties required to ensure our customers receive high quality care and support, including the provision of personal care in accordance with CQC best practice
- Support customers to participate and contribute in activities/sessions including those with more complex needs
- Promote and enable customer inclusion and involvement in all areas of their care and support
- Maintain accurate daily records including incident reports, personal files, risk assessments, and outcome reports
- Communicate and form positive working relationships with customer family members, carers and professionals to share information and work in partnership with them to achieve the best outcomes for customers
- Keep full and accurate records relating to customers and their service provision in line with good practice, including reporting outcomes and maintaining database information
- Report and inform Team Leaders of any accidents, incidents, near-misses, safe-guarding concerns and other significant events
- Work with colleagues to deliver a full and varied programme of activities/sessions which meets the needs and wishes of our customers
- Promote a work environment orientated to trust, open communication, creative thinking and strong team efforts
- Problem solve within the team, working together using skills and experiences to find solutions to identified issues

### **General Requirements**

- Adhere to health and safety requirements reporting concerns to line management
- Maintain the quality and standards of the organisation
- Take responsibility for personal development
- Adhere to Ealing Mencap policies and procedures, in particular safe-guarding, health and safety and equal opportunities/anti-discrimination procedures at all times
- Attend staff meetings and supervisions

**This job description is not an exhaustive list of duties and should only be seen as a general guide. As duties and responsibilities of this post may change and develop over time, this job description is subject to amendment.**



## **Ealing Mencap - Person Specification**

**Job Title:** Support Workers

**To apply for this job you must be able to evidence and demonstrate how you meet the majority of the criteria below in both application form and interview.**

### **Experience and Qualifications**

- Working with people with learning disabilities, including those with complex needs, in a range of settings
- Supporting and encouraging people to participate in community based activities whilst developing their skills and confidence
- Overcoming barriers to inclusion to ensure equal opportunities for all
- Promoting and enabling choice, control and involvement of disabled people in the delivery of services
- Record keeping and report writing
- NVQ3/QCF 3/RQF3 qualified or willing to work towards
- Building positive working relationships with customers, families, carers and professionals
- Working in a team to achieve a common goal

### **Knowledge and Understanding**

- Learning disabilities and the impact on the individual and their life opportunities
- Care Quality Commission (CQC) requirements for the delivery of regulated activities
- Legislation regarding safeguarding adults from abuse, health and safety, managing risks, disability discrimination
- Personalisation and outcomes based services
- Social model of disability
- Ealing Mencap values, aims, vision and policies and procedures

### **Skills and Behaviours**

- Positive and person centred approach
- Flexible and proactive

- Remains calm under pressure
- Practical and constructive approach to problem solving
- Supportive of team members and the wider goals of the organisation
- Strong communicator with people from all backgrounds
- Professional at all times
- Adaptable to the environment and task in hand

### **Circumstances**

- Able to work flexibly during day-time, evenings and weekends to meet the needs of the service
- Willing to undertake further training and personal development as required to meet the demands of the role

## **EALING MENCAP VALUES**

### **Brave**

- Looks after own mental and physical health (to avoid burn out)
- Demonstrates passion and enthusiasm for their work, working in partnership with colleagues, managers, customers, parents and others.
- Staff understand what expectations are required of them in terms of team behaviours and performance. Conflict is recognised and dealt with swiftly.
- When change is needed, it is communicated, consulted on and the need for it explained. Staff implement and support each other with change.

### **Respectful**

- Treats customers with respect, dignity, compassion, patience and honesty regardless of religion, culture, age, level or nature of disability, gender, gender reassignment, sexual orientation or race. Demonstrates a respectful, calm manner where personal care, conflict and other sensitive issues arise.
- Listens to each customer as a unique individual. Gets to know them, their choices, interests and preferences. Uses this information to develop customer -focused activities and / or services.
- Listens actively and encourages others to express their views, demonstrates respect for the contribution of others.
- Avoids engaging in negative gossip, is non - judgemental and keeps private issues confidential, except where the matter relates to safeguarding - including the well-being of the individual concerned. Suggests win-win compromise to avert conflict.

## **Approachable**

- Shares information, resources, expertise and knowledge with other staff members. Makes self available to others to provide support and assistance (open door policy /accessible to all staff including those working outside of normal office hours)
- Presents self professionally and positively
- Responsive and flexible - aware of what is happening and the needs of others; adapts response accordingly
- Listens actively and encourages others to express their views, demonstrates respect for the contribution of others

## **Innovative**

- Takes the initiative to improve services and activities: measures improvements via customer feedback and achievement of outcomes.
- According to individual skills, experience and role either delegates, organises or shares tasks as appropriate.
- Takes a “can do” approach to overcome challenges and come up with constructive and creative solutions. Works on own initiative to achieve tasks.
- Coaches or pairs up with individuals to develop expertise and help everyone to achieve their best. Supporting each other and supporting the organisation to meet its objectives.

## **Firm foundations**

- Is familiar with and complies with Ealing Mencap policies and procedures
- Is responsible, punctual and well prepared for daily activities/responsibilities of their role
- Attends work regularly and reliably
- Takes Ealing Mencap and all its services into account when taking decisions
- Takes reasoned decisions in a timely manner
- Keeps staff issues confidential except where the matter relates to safeguarding - including the well-being of the individual concerned
- Puts the customer at the centre