



Ealing Mencap - Job Description

Job Title: Casual Bank Support Worker
Responsible to: Children's Services Co-ordinator
Salary: £9.75 per hour

Hours:

Day-time Group Activities
1:1 Personal Assistant
Young People's Summer Scheme
Young People's After School Club
Evening & Weekend Activities

Contract: Casual Bank – Zero Hours

Overall Purpose of the Job:

Enable people with learning disabilities to lead full and active lives achieving their potential.

Support our customers to take part in community based activities that help them gain skills and confidence in the areas of independent living, life skills, socialisation, health and well-being, and employment.

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

Assist Team Leaders and colleagues to ensure the smooth running of services and meeting customer expectations.

Promote and enable customers to make choices and be fully involved in decisions about their care and support.

Main duties and responsibilities

- Ensure the well-being, safety and welfare of customers
- Share in all required duties to ensure high quality provision

- Deliver care and support meeting in accordance with CQC best practice and other relevant legislation
- Support customers to participate and contribute in activities, including those with more complex needs
- Include and involve customers in making decisions about the services, their care and support
- Communicate and form positive working relationships with customer family members, carers and professionals
- Report and inform Team Leaders of any accidents, incidents, near-misses, safe-guarding concerns and other significant events
- Work with colleagues to deliver services that meet the varied needs and wishes of our customers
- Promote a positive working environment orientated to trust, open communication, creative thinking and cohesive team effort
- Use initiative, skills and experience to enable services to constantly improve and achieve the highest standards
- Act in the best interests of the organisation and those who access services at all times
- Protect the health and safety of customers and staff, reporting any concerns as appropriate
- Maintain quality and standards at all times
- Adhere to Ealing Mencap policies and procedures, in particular safe-guarding, health and safety and equal opportunities/anti-discrimination procedures at all times



Ealing Mencap - Person Specification

Job Title: Casual Bank Support Workers

Please explain in your application form how you meet the criteria listed below, giving examples.

Experience and Qualifications

- Working with children in a range of settings
- Supporting people to take part in community based activities and/or home care
- Overcoming discrimination so that people with learning disabilities can enjoy equality of opportunity, gain skills and achieve their ambitions
- Promoting and enabling choice, control and involvement of disabled people in the delivery of services
- 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
- Legislation regarding Safeguarding, 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 and behaviour consistent with words
- Flexible and proactive
- 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

- 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.

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.