



Standard Occ Code 6145
Support Worker

Reports to: The Registered Manager of EnhanceAble Living

Key Role

- ✓ Living Support Workers provide high quality assistance to people with disabilities in their home and the community. They ensure that all their work is responsive to everyone's needs and that they are professional and act in accordance with EnhanceAble's philosophy and policies at all times.
- ✓ Support Workers work closely together in a supportive way, listening to and being kind to each other
- ✓ To work with kindness towards everybody we meet at work.

Support Worker Responsibilities

- To work with the manager to oversee care files and ensure that all files are up to date
- To be available for development training that will increase your skills base
- To judge when it is appropriate to escalate a matter. To supply accurate and prompt information to the manager or other managers.
- To be a professional voice and presence for EnhanceAble, liaising with professionals and families
- To represent EnhanceAble at meetings and reviews
- To promptly report safeguarding concerns to your manager or a senior manager.
- To travel between service users and transport them in the community.
- To contribute to a positive, caring and supportive culture at EnhanceAble.

Service User Centred Responsibilities

- To develop strong professional relationships with service users to enable you to meet their individual needs, particularly including the following: gender, age, cultural needs, and personal interests.
- To monitor service user's needs and to judge how effectively they are being met on an ongoing basis.
- To liaise with other professionals and agencies as appropriate for the well being of the service users, including participation in case conferences, care planning and reviews, providing written reports as required.
- To provide ongoing support to EnhanceAble service users.



- To maintain contact with families or carers of service users where appropriate and in line with the organisation's philosophy of confidentiality, respect and service user consultation.
- To maintain accurate and comprehensive records relating to service users (including care plans), upholding the principles of good record keeping.
- To provide all personal care in line with risk assessments and with dignity and respect.

Education and Skills Development

- To encourage and support service users in their individual aims & desired outcomes.
- To support service users in finding new opportunities and accessing them.
- To undertake skills development work with individuals as they and their Support Plan requires.
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Team Responsibilities

- To work as part of a team providing input and support to promote an effective and efficient service, responsive to service users.
- To liaise with the rest of the team with regards to people's changing needs and wishes
- To attend and contribute to staff meetings.
- To attend regular 1:1s
- To carry out all duties in accordance with the organisation's policies and practices, particularly regarding Health and Safety at Work, Safeguarding and Equal Opportunities.
- To recognise the limitations of your own skills and knowledge and to involve others with more expertise as appropriate.

Training

- To work with your manager to identify your training needs, and participate in training courses to meet the individual, team, organisation and national objectives.
- To participate in training and induction of staff.

General

- To attend work promptly, reliably and fit to perform all necessary tasks.
- To provide personal care to service users. This will include providing assistance in the toilet, bathroom and bedroom.



- To follow risk assessments in the above work.
- To assist service users at meal times as required; this will include giving one to one support whilst eating, support in choosing and support in cooking foods.
- To carry out administrative duties as determined by the post, including maintaining accurate and comprehensive records.
- To be willing to undertake any additional reasonable responsibilities in order to ensure the smooth running of the organisation.
- To work shifts that may start as early as 7am and may finish as late as 9pm
- To complete some sleepins
- To understand that at times you will be required to work different or additional hours to support the needs of EnhanceAble and its clients.

Person Specification - Support Worker

1. An interest in the lives of disabled people
2. Commitment to promoting independence and choice.
3. A belief in EnhanceAble's values
4. Ability to support customers in participating in a range of social, educational activities.
5. An ability to work shifts from as early as 7am and may finish as late as 9pm, with occasional sleep ins.
6. Achievement of, or willingness to work towards, NVQ level 3 or an equivalent or higher qualification.
7. Effective written communication and good IT skills
8. Excellent time management and organisational skills.
9. Ability to work as part of a team.