

SUPPORT WORKER, SUPPORTED LIVING OUTREACH

ROLE PROFILE

Relationships

1. Responsible to:	Service lead manager and Team leaders
2. Responsible for:	Supporting people with Learning Disabilities and Mental Health.
3. Important Internal Relationships:	Balance colleagues and services
4. Important External Relationships:	People with Learning Disabilities and mental health Social Workers/CLDT/CMHT Carers and Families Local health providers Partner service providers Partners in the private and voluntary sector

MAIN PURPOSE OF JOB

To provide personalised support and services to people who purchase their service from Balance. To ensure that Balance provide progressive and high quality support to enable people to reach their individual outcomes.

Prepared by: Agreed by:

Signature Date: Signature Date:

Main Responsibilities of the Job

- To demonstrate Balance values, promote best practices whilst meeting service requirements in an efficient and affective way.
- To support and develop peoples potential
- To ensure people are supported safely and to a fulfilling life
- To be responsible for keeping service records up to date
- To work positively with the management and the staff team

Communication

- To demonstrate strong communication skills with people we support and their families and friends.
- To communicate effectively as part of our staff team.
- To ensure emails and communications are kept up to date
- To ensure that Balance provide positive working relationships to people both internally and externally.

Support

- To work collaboratively with our support team, delivering support to people in their own homes and in the wider community.
- To take part in ensuring that the support plan and outcomes are met and kept up to date
- To ensure support provided is of a high standard and in line with the Balance values and policies and procedures.
- To support people to live safely in their homes and in the wider community whilst promoting independence.

Performance Management

- To ensure that you are reliable, punctual and proactive at work
- To ensure your work person centred and inclusive
- To be responsible for recording detail records, support plans and associated paper work.
- To support colleagues and management team and contribute to the overall achievement of the service.

Financial Management

- To ensure that all financial records are kept up to date and checked as required by the service.
- To understand budgeting and management of peoples finances as informed by line manager.

General

- To promote the principles of Independence, choice and control, equal opportunities, social inclusion and ensuring people are supported to reach their potential.
- To ensure individual information is captured into systems in a timely fashion in accordance with service guidance and shared with all relevant parties as appropriate.
- To provide evidence of a continued commitment to own personal development and learning
- To prepare and present reports and presentations and other written materials as required.
- To have an awareness of the Adult Social Care safeguarding policy and raise alerts if necessary
- To provide support and assistance to other members of the team and provide cover as and when directed.
- To work in accordance with Balance Policies and procedures including Health & Safety, relevant policies and legislation.
- To maintain confidentiality and to ensure that access and sharing of and use of the information complies with relevant policies and procedures, including the Data Protection Act.
- To be respect equality and diversity with regard to all people we meet.
- To be able to take on all aspects of Key working and ensure that all files and paperwork is kept up to date
- To support people as directed by the individual, their support plans and needs assessments
- To follow guidance on positive risk taking and assessment
- To take part in reviews and meetings as required
- To demonstrate a person centred approach to supporting people
- To be responsible for own personal performance and development
- To have an awareness of cost implications of support planning recommendations.
- To ensure case information is entered into systems in a timely fashion in accordance with relevant case recording policies and shared with all relevant parties as appropriate.
- To work in accordance with Balance's Equal Opportunities, Health & Safety, and other relevant policies and legislation.

PERSON SPECIFICATION

Job Title: Support Worker

	Essential	Desirable
Qualifications and Experience:	<ul style="list-style-type: none"> • Experience of using a computer • Good literacy, numeracy, interpersonal and IT skills. 	<ul style="list-style-type: none"> • Proven relevant experience of working with/ providing support to people with learning disabilities/Autism/Mental health and their families. • NVQ Level 3 or Health and care qualification • Knowledge of local area • Experience in this field of work • Experience of managing a tenancy
Ability to:	<ul style="list-style-type: none"> • Being to be able understand a support package and outcomes • To lone work and be part of a team • Support colleagues in achieving performance objectives • Actively promote a culture that values equality and diversity • Continuously looks for ways to improve peoples lives and develop new ways of working • Promote independence and well being <p>Communicate effectively:</p> <ul style="list-style-type: none"> • Uses a range of communication styles to meet individuals needs • Communicate at appropriate levels, sharing information with those who need to know • Demonstrates an awareness of the impact of own communications on others <ul style="list-style-type: none"> • <p>Build Relationships:</p>	

	<ul style="list-style-type: none"> • Team player, to promote a friendly climate, good morale and team cohesiveness. • Mediates conflicts with internal and external customers effectively, or recognises the need to escalate appropriately, in order to facilitate a mutually beneficial resolution. • Establish effective working relationships with a wide range of colleagues and partners at all levels 	
<p>Knowledge:</p> <p>Other requirement</p>	<ul style="list-style-type: none"> • Relevant legislation in social care and health provision – The Care Act • Safeguarding procedures • Knowledge of and commitment to the principles of Valuing People and Valuing People Now. • Knowledge around risk and ability promote positive risk taking. • Knowledge of what makes good quality support and ability to uphold these standards through quality monitoring. • Awareness of basic budget management. • An understanding of Support hrs and their monitoring requirements. • Knowledge and experience of support planning and working with individuals in a person-centred way. • Understanding of housing options for people housing benefit payments. • Knowledge and experience of supporting people to manage their personal monies and to maintain their home and tenancy agreements. • Ability to work flexibly outside normal office hours to meet the needs of the service 	