

Support Worker/Driver, Day Opportunities Services

ROLE PROFILE

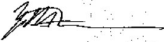
Relationships

1. Responsible to:	Service Lead Manager and Team leaders
2. Responsible for:	Supporting people with learning disabilities and complex physical and sensory support needs.
3. Important Internal Relationships:	Balance colleagues and services
4. Important External Relationships:	People with Learning Disabilities Social Workers/CLDT/ SW London Community Health Team Carers and Families Other primary care and NHS providers Partner service providers Partners in the private and voluntary sector

Principle values central to this role

- To promote and adhere to our value of **partnership** in providing multi-disciplinary and personalised support and group based activities to people accessing our Day Opportunities service in Wandsworth.
- To apply the value of **empowerment** in delivering strengths based support that maximises independence, knowledge and confidence of those using and working in our services.
- To be a **professional** and approachable point of reference those using the services and professionals and carers dependent on it.
- Able to **recognise the professional** integrity, skills and knowledge of your colleagues in delivering their work and yours.

Prepared by:Agreed by:



Signature Date:

Signature Date: 18/04/2024

1. Main Responsibilities of the Job

- 1.1. To provide driving support options for pick up and drop of duties at the commencement and end of sessions at our day centres.
- 1.2. To demonstrate Balance values of partnership, independence, professionalism, empowerment, staff recognition and sustainability in your conduct and approach to your work
- 1.3. Through partnership, support and develop peoples skills, confidence and interests as part of a multi-disciplinary day service offer.
- 1.4. To support your colleagues, service managers and other key professionals to put those using our service at the centre of your daily work. .
- 1.5. To maintain and update client and related operational records with an accurate and professional commitment.
- 1.6. To ensure compliance with and the delivery of the charity policies and procedures particularly those related to safeguarding, inclusion and disability discrimination.

2. Communication

- 2.1. To demonstrate flexibility in communication style as appropriate for different audiences, including the people we support, their families, internal colleagues, and colleagues from our Health & social care partners, showing an awareness of people's communication needs and adjustments that may need to be made.
- 2.2. To demonstrate and model a consistent professional awareness in how you communicate via email, text, phone and face to face.
- 2.3. To be a great listener including demonstrating a proactive approach to supporting clients in expressing their wishes and views and demonstrating effective communication with internal colleagues and external partners.
- 2.4. To empower those you support by ensuring your communication is centred on the person you are supporting and appropriate to their needs and abilities.

3. Support

- 3.1. To work in partnership with your support colleagues, whether in the day centre or in other community settings.
- 3.2. To empower and support the independence of those using our services collaborating with them in designing the support and personal development.
- 3.3. To ensure support provided is of a high professional standard and in line with all the charities values and policies and procedures.
- 3.4. To deliver support that maximises the strengths, knowledge and preferences of those using our day services particularly in relation to the activities they undertake whilst using them.
- 3.5. To be available to drive one of our fleet of leased vehicles central to support access to the our day opportunities services for people with limited mobility.
- 3.6. To supply driving support services in line with the drivers handbook and compliance with our legal obligations under our leasing and insurance obligations as well as that pertaining to the highway code and 1988 road traffic act.

4. Performance Management

- 4.1. To ensure that you are reliable, punctual and proactive at work
- 4.2. To ensure your work person centred, strengths based and collaborative in its approach
- 4.3. To be complete and maintain all client records, service administration
- 4.4. To support colleagues and management team and contribute to the overall achievement of the service.
- 4.5. To ensure that the vehicles for which you have responsibility are at all times clean, fit to drive and driven safely in line with the vehicle management policy of the charity.

5. Financial Management

- 5.1. To ensure that all records and administration related to client costs are kept up to date.
- 5.2. To understand budgeting and management of peoples finances in line with best practice, the charity's policies and financial procedures and guidance from managers.

6. General

- 6.1. To promote the principles of Independence, choice and control, equal opportunities, social inclusion and ensuring people are supported to reach their potential.
- 6.2. 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.

- 6.3. To provide evidence of a continued commitment to own personal development and learning
- 6.4. To have an awareness of the Adult Social Care safeguarding policy and raise alerts if necessary
- 6.5. To provide support and assistance to other members of the team and provide cover as and when directed.
- 6.6. To work in accordance with Balance Policies and procedures including Health & Safety, relevant policies and legislation.
- 6.7. 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.
- 6.8. To be respect equality and diversity with regard to all people we meet.
- 6.9. To be able to take on all aspects of Key working and ensure that all files and paperwork is kept up to date
- 6.10. To support people as directed by the individual, their support plans and needs assessments
- 6.11. To follow guidance on positive risk taking and assessment
- 6.12. To take part in reviews and meetings as required
- 6.13. To demonstrate a person centred approach to supporting people
- 6.14. To be responsible for own personal performance and development
- 6.15. To have an awareness of cost implications of support planning recommendations.
- 6.16. 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.
- 6.17. To work in accordance with Balance's Equal Opportunities, Health & Safety, and other relevant policies and legislation.

PERSON SPECIFICATION

Job Title: Support Worker/Driver

	Essential	Desirable
Qualifications and Experience:	<ul style="list-style-type: none"> • Clean current driving licence • Willing to maximise the independence and self confidence of someone with a disability. • Experience of using information technology to support your work 	<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 2 or 3 care certificate or Health and care qualification • MIDAS qualified driver or a willingness to undertake training and a test.
Ability to:	<ul style="list-style-type: none"> • Drive a passenger service vehicle • Listen, watch and be patient learning how best to support someone with a complex support need. • To support your colleagues in making your working environment the best it can be. • Work positively to promote the independence and confidence of those people our services support. • Actively promote a culture that values the diversity of those working for us, using our services and within the communities we are located. • Continuously looks for ways to improve peoples lives and develop 	

	<p>new ways of working</p> <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 <p>Building collaborative and professional relationships:</p> <ul style="list-style-type: none"> • Team player, to promote a friendly climate, good morale and team cohesiveness. • Build positive and collaborative relationships with families and carers of those we support. 	
Knowledge:	<ul style="list-style-type: none"> • Safeguarding and client wellbeing • Knowledge of and commitment to the principles of Valuing People, person centred services and strengths based support. • Knowledge around risk and ability promote positive risk taking. • Knowledge and experience of support planning and working with individuals in a person-centred way. 	

Other requirement		
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