

**Support Worker/Driver, Day Opportunities Services**

**ROLE PROFILE**

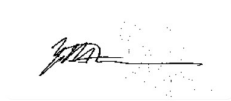
**Relationships**

<b>1. Responsible to:</b>	Service Lead Manager and Team leaders
<b>2. Responsible for:</b>	Supporting people with learning disabilities and complex physical and sensory support needs.
<b>3. Important Internal Relationships:</b>	Balance colleagues and services
<b>4. Important External Relationships:</b>	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

**MAIN PURPOSE OF JOB**

- To work as part of a multi-disciplinary team providing personalised support and group based activities to people accessing our Day Opportunities service in Wandsworth.
- To apply a collegiate approach to deliver strengths based support that maximises independence, knowledge and confidence of those using our services.
- To provide a key point of reference for information and support to those using the services and professionals and carers dependent on it.
- To work from one of our day centres based in Tooting or Southfields and to key work specified individuals and act as a primary contact for the families, carers and other key professionals
- To provide additional driving support duties at the beginning and end of each service day as directed.

Prepared by: .....Agreed by: .....



Signature Date:

Signature Date: 18/04/2024

## 1. Main Responsibilities of the Job

- 1.1. To demonstrate Balance values of partnership, independence, professionalism, empowerment, staff recognition and sustainability.
- 1.2. To support and develop peoples skills, confidence and interests as part of a multi-disciplinary day service offer.
- 1.3. To support your colleagues, service managers and other key professionals in delivering a client centred and colloaborative service.
- 1.4. To be responsible for maintaining and updating client and related operational records.
- 1.5. To ensure compliance with and the delivery of the charity policies and procedures particularly those related to safeguarding, inclusion and disability discrimination.
- 1.6. To provide driving support options for pick up and drop of duties at the commencement and end of sessions at our day centres.

## 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 approach in communication via email, text and phone.
- 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 use a range of communication methods, appropriate to clients' needs and abilities, enabling people to make informed decisions and choices about their lives.

## 3. Support

- 3.1. To work collaboratively with our support team, delivering support to people in their own homes and in the wider community.

- 3.2. To take part in ensuring that the support plan and outcomes are met and kept up to date
- 3.3. To ensure support provided is of a high standard and in line with the Balance values and its 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.

#### **5. Financial Management**

- 5.1. To ensure that all records and administration related to client or operational 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 prepare and present reports and presentations and other written materials as required.
- 6.5. To have an awareness of the Adult Social Care safeguarding policy and raise alerts if necessary

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

## PERSON SPECIFICATION

**Job Title: Support Worker**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• Experience of using a computer</li> <li>• Good literacy, numeracy, interpersonal and IT skills.</li> <li>• Clean current driving licence and</li> </ul>	<ul style="list-style-type: none"> <li>• Proven relevant experience of working with/ providing support to people with learning disabilities/Autism/Mental health and their families.</li> <li>• NVQ Level 3 or Health and care qualification</li> <li>• MIDAS qualified driver or a willingness to undertake training and a test.</li> </ul>
<b>Ability to:</b>	<ul style="list-style-type: none"> <li>• Being to be able understand a support package and outcomes</li> <li>• To work as part of a team in a community based setting</li> <li>• Drive a passenger service vehicle</li> <li>• Actively promote a culture that values equality and diversity</li> <li>• Continuously looks for ways to improve peoples lives and develop new ways of working</li> <li>• Promote independence and well being</li> </ul> <p><b>Communicate effectively:</b></p> <ul style="list-style-type: none"> <li>• Uses a range of communication styles to meet individuals needs</li> <li>• Communicate at appropriate levels, sharing information with those who need to know</li> <li>• Demonstrates an awareness of the impact of own communications on</li> </ul>	

	<p>others</p> <p><b>Build Relationships:</b></p> <ul style="list-style-type: none"> <li>• Team player, to promote a friendly climate, good morale and team cohesiveness.</li> <li>• Establish effective working relationships with a wide range of colleagues and partners at all levels</li> </ul>	
<p><b>Knowledge:</b></p> <p><b>Other requirement</b></p>	<ul style="list-style-type: none"> <li>• Safeguarding and client wellbeing</li> <li>• Knowledge of and commitment to the principles of Valuing People, person centred services and strengths based support.</li> <li>• Knowledge around risk and ability promote positive risk taking.</li> <li>• Knowledge of what makes good quality support and ability to uphold these standards through quality monitoring.</li> <li>• Knowledge and experience of support planning and working with individuals in a person-centred way.</li> </ul>	