**HORTICULTURAL SUPPORT WORKER, HORTICULTURAL SERVICE**

**ROLE PROFILE**

**Relationships**

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| 1. **Responsible to:** | Team Leader (Horticultural Services) |
| 1. **Responsible for:** | Supporting people with Learning Disabilities and Mental Health in a garden setting |
| 1. **Important Internal Relationships:** | Skills and Occupational Development Coordinator  Balance Day Opportunities Service Wandsworth  Balance colleagues and services  Volunteers |
| 1. **Important External Relationships:** | People with Learning Disabilities and Mental Health issues  External Support Workers |

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| **Principal values central to this role**   * To provide person-centred support to enable the **independence** of the people supported by our Horticulture service. * To apply the value of **empowerment** in delivering strengths-based support that maximises the knowledge and confidence of those using and working in our services. * To hold the value of **professionalism** in the delivery of interventions that apply horticulture as a therapeutic and sensory tool. * To promote and adhere to the value of **partnership** to prepare and deliver garden-based activities for the people we support. * To support the creation of a **sustainable** community garden by working collaboratively and be able to **recognise** the skills and knowledge of your colleagues in delivering impactful work. |

Prepared by: Ceri Davies Agreed by:

Signature Date: 20/02/2025 Signature Date:

1. **Main Responsibilities of the Job**
   1. To demonstrate Balance values of partnership, independence, professionalism, empowerment, staff recognition and sustainability in your conduct and approach to your work.
   2. Through partnership, support and develop client’s skills, confidence and interests as part of a multi-disciplinary service offer.
   3. To support your colleagues, team leaders, service managers, volunteers and other key professionals to put those using our service at the centre of your daily work.
   4. To support the planning and delivery of garden-based activities and therapeutic interventions for adults with complex needs.
   5. To maintain and update client and related operational records with an accurate and professional commitment.
   6. To ensure compliance with and the delivery of the charity policies and procedures particularly those related to safeguarding, inclusion and disability discrimination.
2. **Service User Support**
   1. To work in partnership with your colleagues to provide person-centred support.
   2. To ensure that the support plan and outcomes for service users are met and kept up to date.
   3. To ensure support provided is of a high standard and in line with the Balance values and its policies and procedures.
   4. To deliver support that maximises the strengths, knowledge and preferences of those using our service.
3. **Skills-Based Learning**
   1. To encourage skills-based learning via a range of horticultural and other activities.
   2. To engage with other related activities where relevant for those supported by Balance.
   3. To host and lead clients through AQA training courses to enhance their independence.
   4. To deliver and support all clients across Balance in maximising their independence and empowering them to learn new skills, including at other Balance sites.
4. **Communication**
   1. To demonstrate flexibility in communication style as appropriate for different audiences, including the people we support, their families, internal colleagues, and colleagues from external support agencies, showing an awareness of people’s communication needs and adjustments that may need to be made.
   2. To demonstrate and model a consistent professional approach in communication via email, text, phone and face-to-face.
   3. To be a great listener including demonstrating a proactive approach to supporting service users in expressing their wishes and views and demonstrating effective communication with internal colleagues and external partners.
   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.
5. **Performance Management**
   1. To ensure that you are reliable, punctual and proactive in your support and your personal performance overall.
   2. To ensure your work is person centred, strengths based, and collaborative in its approach.
   3. To support colleagues and management team and contribute to the overall achievement of the service.
6. **General**
   1. To promote the principles of independence, choice and control, equal opportunities, social inclusion and ensuring people are supported to reach their potential.
   2. To maintain the garden to the expected standard with guidance from the Team Lead.
   3. To assign garden tasks to volunteers and external support workers, with guidance from the Team Lead.
   4. To provide evidence of a continued commitment to own personal development and learning.
   5. To have an awareness of the Adult Social Care safeguarding policy and raise alerts if necessary.
   6. To provide support and assistance to other members of the team and provide cover as and when directed.
   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.
   8. To be respectful of equality and diversity with regard to all people we meet.
   9. To follow guidance on positive risk taking and assessment.
   10. To take part in reviews and meetings as required.
   11. To work in accordance with Balance’s Equal Opportunities, Health & Safety, and other relevant policies and legislation.

**PERSON SPECIFICATION**

**Job Title:** **Horticultural** **Support Worker**

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|  | **Essential** | **Desirable** |
| **Qualifications and Experience:** | * Strong communication and interpersonal skills * Experience in using information technology to support your work * Good literacy and numeracy skills | * Experience working with providing and/or support to people with learning disabilities, Autism, or mental health needs * Recognised qualification in horticulture * Practical gardening experience * Teaching or coaching experience |
| **Ability to:** | * Promote independence and wellbeing * Listen, watch and be patient learning how best to support someone with a support need. * Be adaptable and quick thinking * Actively promote a culture that values the diversity of those working for us, using our services and within the communities we are located   **Run garden-based activities:**   * Work outside all year round * Carry out garden maintenance tasks * Work as part of a team and also lead tasks individually * Ability to coordinate group activities and manage group dynamics   **Communicate effectively:**   * Use 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 * Build rapport   **Build relationships:**   * 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 * Actively promote a culture that values equality and diversity * Promote a friendly community that provides companionship and relationships**.** | |
| **Knowledge:** | * Safeguarding procedures * How to encourage individual development | * Principles and benefits of social and therapeutic gardening * Relevant legislation in social care and health provision – The Care Act * Knowledge of and commitment to the principles of Valuing People and Valuing People Now. * Knowledge around risk and ability to promote positive risk taking. * Knowledge of what makes good quality support and ability to uphold these standards through quality monitoring. |
| **Values** | Ability to demonstrate, understand, and apply our Charity values. These Values are embedded in all roles and applicants must evidence their values as part of the application process.   * **Professionalism**: Providing a reliable and high-quality service. Treat colleagues respectfully and openly. Ability to value differences in how colleagues work, ability to listen and accept another view without getting offended * **Independence**: Helping people to live the lives they want. Recognising the right to service, users make the wrong choice and learn positively from mistakes. Ability to actively listen, strengthening service user's independence and identifying new support options * **Empowerment**: Helping people to have a voice. Ability to work independently, self-management. Ability to problem solve without being micromanaged. Take ownership of your work * **Staff Recognition**: Valuing each other in our daily work. Actively listening to colleagues' contributions, and commitment to training. Getting involved in service objectives * **Partnership**: Effectively working with other services. Attending staff meetings and contributing to these meetings. Good and consistent communication and collaboration with other key professionals centered on the needs of the service users we are supporting. * **Sustainability**: Protecting the future of our work   If you have challenges understanding any of the above values or behaviours and how you may have demonstrated these, please contact us for an informal chat. | |