

Support Worker, Day Opportunities Services

ROLE PROFILE

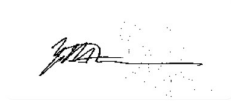
Relationships

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 demonstrate Balance values of partnership, independence, professionalism, empowerment, staff recognition and sustainability in your conduct and approach to your work
- 1.2. Through partnership, 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 to put those using our service at the centre of your daily work. .
- 1.4. To maintain and update client and related operational records with an accurate and professional commitment.
- 1.5. 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.

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 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

	Essential	Desirable
Qualifications and Experience:	<ul style="list-style-type: none"> • 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 •
Ability to:	<ul style="list-style-type: none"> • Listen, watch and be patient learning how best to support someone with a 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 new ways of working <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. 	

