



About with Friends is a Cromer based charity working with young people and adults with learning disabilities, some of whom may also have physical or sensory disabilities or behaviours that challenge. Our mission is to provide our members the opportunities they are entitled to. We support our members to live a life they choose by developing their skills and confidence for independence including building friendships and being part of their local community.

Our Work Skills programme (Monday to Saturday) provides a variety of real work and service delivery opportunities for our adult members working within the local community. These include a café, a tearoom and a retail shop in town, well established catering, gardening services and a retail production section. In addition we upcycle furniture and other small items in our woodwork and craft production areas. Our Salon, Home skills and Employability placements also offer a wide range of learning opportunities for our members.

Supported Living and Outreach services provide members support to live in the community, carry out a range of living tasks, budgeting, cooking, health appointments, trips out in the community and much more. We also support members in having holidays of their choosing.

We run a wide ranging Leisure programme of social activities for our members; these occur mainly evenings and weekends with activities including swimming, cinema and day trip outs in the community. In addition we offer residential holidays to a variety of places as chosen by the members.

Our Bespoke service is a 1:1 based programme which caters to the member's individual needs. The service tailors activities and timetables to an individual based on their needs and ability, this can include therapy based sessions, work skills and weekend activities.

Job Title	Support Worker	Salary:	£14.00 per hour Sleep in paid at £80.19
Reports to:	Outreach Manager	Location:	In the community
Service:	Outreach	Hours:	25-37.5 hours per week plus a sleep in

Overall purpose of the job:

- To be responsible for the identified support needs of individual members, supporting them to live their lives as independently as possible.
- To ensure all members who are supported are treated with respect at all times, and they are involved in all decisions about their lives
- To provide, or assist members to access, information on health promotion and obtain information which will enable them to access resources including benefits and welfare rights, education and employment.
- Administer medication when required, in accordance with policies and procedures and after completion of medication assessment.
- To complete all support records, including support plans and risk assessments
- To attend sleepover's as and when required



Principal responsibilities:

- Actively support all members at every opportunity to develop their personal life skills and experiences
- Assist member to fulfil household tasks and activities e.g. cooking, menu-setting, shopping, leisure, appointments etc. identified in their Service Level Agreement (SLA)
- Assist with prescribed medication as appropriate
- Deal with correspondence and financial matters as requested
- Maintain respect, personal confidentiality and discretion at all times
- Key worker responsibilities
- Undertake all duties with Safeguarding awareness and best practice in mind
- Assist with personal care as agreed in the SLA e.g. skin care, bathing, dressing, hair care etc.
- Enable mobility as agreed, including moving & handling, driving client's vehicle etc.
- Build appropriate relationships with members to enable effective levels of support
- Identify members specific needs and respond positively to requests
- Support members to achieve physical tasks and other activities
- Establish working routines and provide emotional and social support
- Liaise and work closely with the staff team, families, carers and other relevant external agencies
- Work overnight shifts and weekends if required
- Encourage members to understand and develop an independent approach to their activities
- Transport members to various venues as agreed in the SLA in a safe and timely manner
- Undertake risk assessments for the members prior to instigating activity
- Ensure safe working practices are adhered to at all times both at internal and external venues
- Encourage and support members to understand and perform both general and complex tasks recognising individual ability
- Keep records of tasks, income, expenditure and other relevant data as required
- Make the best use of resources available and work in a cost effective and efficient manner at all times encouraging members to do similar
- Assist members to build personal confidence and self-esteem through all their tasks and activities
- Represent the organisation in a positive and professional manner at all times both internally and externally
- Respond positively to all reasonable work related requests

Health and Safety:

The job holder must ensure they comply and are up to date with All about Friends policies and procedures in relation to health and safety, having specific regard to adult protection and safe guarding, confidentiality and data protection and follow correct reporting procedures. The jobholder must ensure activities are delivered within the charities health and safety guidelines and that risk assessments are in place.

Policies:

The employee is responsible for familiarising themselves and adhering to the About with Friends policies and procedures.

Line Management responsibilities: N/A

Job knowledge and experience: (E = Essential D = Desirable)



JOB KNOWLEDGE & EXPERIENCE:

Essential

- Demonstrate commitment to a service which provides support to vulnerable people
- An understanding of disability issues, and a commitment to high quality, accessible and inclusive services
- Have strong people skills including the ability to negotiate/liaise with families, carers, internal and external contacts
- Demonstrate high levels of patience, tolerance and empathy when dealing with challenging individuals
- Demonstrate excellent communication skills
- Ability to work on own initiative or as part of a team
- Flexibility and a positive approach
- Able to undertake personal care in a sensitive and supportive manner
- Able to keep accurate records and write reports
- Be friendly and supportive including demonstrating emotional sensitivity and good humour
- Hold a current driving license and have access to own transport
- Able to work across disciplines and undertake a variety of tasks
- Current knowledge of safeguarding adults at risk and children
- Experience of working with people with disabilities
- Demonstrate high levels of patience, tolerance and empathy when dealing with challenging individuals
- Able to undertake sleep-in duties in members own homes

Desirable

- Experience of working with groups
- Experience of supporting with adults, children & young people with a variety of disabilities and challenging behaviours.
- Experience or ability to use a variety of communication tools
- NVQ Level 2 or equivalent in social care or willingness to work towards
- Have experience and/or training in the safeguarding of vulnerable adults