Role Profile

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| **ROLE TITLE** | Support Worker | **COMPANY** | Origin Housing |
| **DEPARTMENT** | Learning Disabilities | **DIRECTORATE** | Care & Support |
| **RESPONSIBLE TO** | Team Leader | **RESPONSIBLE FOR** | No Staff |
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| **ROLE PURPOSE*** Deliver support to service users with learning disabilities promoting choice, independence, integration within the local community and development of skills in line with the valuing people framework, operating as part of a team on a flexible shift basis.
* Working with and managing service user’s individual care and support agreements while keeping clear and up to date records to required standards.
* Understanding of the cultural diversity of local communities and implications for the service, aiming to meet local needs.

**KEY ACTIVITIES*** Liaise with internal customers and external organisations when needed, maintaining good working relationships whilst ensuring service user needs are met.
* Participate in the on-going development of the service to meet the changing needs of the service users.
* Comply and participate in the development of the operational policies and procedures whilst also keeping abreast of issues nationally to ensure best current practice is applied within the service.
* Undertake any other duties consistent with the objectives of this post as required by the Team Leader/service manager.

**GENERAL*** Support your own personal development by attending training events as required.
* Comply with the Association’s health and safety policies.
* Comply with the Association’s Code of Conduct by behaving in a professional manner at all times.
* Demonstrate commitment to valuing diversity and upholding the Association’s Equality & Diversity Strategy and Policy at all times
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| **KEY REQUIREMENTS***The tools to do the role* | **HOW ASSESSED**A = ApplicationI = InterviewT = Testing |
| **Knowledge/Qualifications** |  |
| * Knowledge of issues facing people with learning disabilities living in the community.
 | *A,I*  |
| * Knowledge of key legislation for people with learning disabilities
 | *A,I* |
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| **Experience/Technical Skills/Competencies** |  |
| * Ability to work with practical life skills that involve managing an independent lifestyle.
 | A,I |
| * Good numeric, written and verbal communication skills.
 | A,I,T |
| * Ability to identify and liaise with internal and external agencies and resources ensuring service user development.
 | A,I |
| * Ability to learn and develop good practice.
 | A,I |
| * Ability to assess housing management issues.
 | A,I |
| * IT skills
 | A,I |
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| **Other** |  |
| * Able to work as part of a team and on own initiative in a remote setting.
 | A,I |
| * Able to work flexible hours, including evenings, weekends, bank holidays, sleepovers.
 | A,I |
| * Able to work across services when needed.
 | A,I |
| * To provide personal care as required (domiciliary care registered services).
 | A,I |
| * To take part in the on call service (24hr in some areas) on a rota basis, this can include cover on days off.
 | I |
| * Willing to undertake mandatory training – Level 2 Diploma in Health and Social Care, safeguarding, admin of meds, food hygiene, first aid and manual handling
 | A,I |
| **Genuine Occupational Requirement (GOR)**It is the requirement of the post for the post holder to have a good level of physical and mental fitness to undertake physically and mentally demanding tasks that includes but not restricted to working with vulnerable clients with a learning disability, mental health needs and substance misuse. To undertake demanding tasks and working with clients with challenging behaviours, as well as lone working and regular home visits.  |
| **Safer recruitment** An offer of employment is subject to successful completion of recruitment formalities that includes two professional references acceptable to the Association, proof of residence and immigration status, proof of qualifications where relevant, medical clearance by the Association’s occupational health provider, and DBS check (formally CRB check) at an enhanced level.  |
| **Origin Competency Framework** *Our behavioural framework that demonstrates what good looks like* |
| **Our Values** *are core to who we are and what drives the way we work and are relevant for all* |
| **Customer Focus** | We adapt our services to suit our customers. We treat customers as individuals. We work with them to look at how we shape our services to meet their current and future requirements. We are passionate about providing great service. |
| **Integrity** | We build honest, open and trusting relationships. Positive and productive relationships, with each other and with our customers, partners and stakeholders, enable us to fulfil our purpose. We bring respect, openness, loyalty, compassion and honesty to all that we do. We have the courage to have challenging conversations whenever they are needed. |
| **One Team** | We are one team with a common purpose. We work to support each other and our partners in achieving our collective goals. We take responsibility for our actions and their impact, strive to learn from all our experiences and change what we need to. We have respect for our work, each other and everyone we engage with. |
| **Committed** | We never give up in pursuit of our goals. We focus on getting the job done and always doing our best to achieve that. We don’t settle for anything less. |
| **Adding value** | We know a strong business supports our social purpose. We do the best we can with the resources we have, delivering value for money, so that we can make the most difference to peoples’ lives. |

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| **NAME OF ROLE HOLDER** | **NAME OF MANAGER** |
|  |  |
| **DATE** |  | **DATE** |  |