

Role Title: Support Worker		
Role Purpose: To provide support to individuals to maximise their independence and potential		
Accountabilities	Measures of success	What you need to Know
<p><b>1. Demonstrating Personal Qualities</b>            Developing self awareness, managing yourself, continuing professional development, acting with integrity            Take personal responsibility for organising and delivering duties and activities            Promote the Leading Lives organisation positively            Undertake mandatory and essential training when required.            Work in line with Company policies and procedures.            Take ownership for own personal development.            Act as an ambassador for the organisation and a role model to colleagues</p>	<p>Personal effectiveness            Tasks completed to time and requirements</p>	<p>Appropriate qualification in Care at NVQ2 level or ability to gain with 24 months of joining, with an expectation of working towards a Health and Social care qualification            Prior experience of working with people in a care setting, including provision of intimate care, supporting complex needs and risk assessment.            Awareness of diversity, advocacy, Person Centred approaches, confidentiality and their application in this setting.            Awareness of diversity, advocacy, Person Centred approaches, confidentiality and their application in this setting.</p>
<p><b>2. Working with others</b>            Developing networks, building and maintaining relationships, encouraging contribution, working with teams            Communicate effectively and sensitively with customers taking into account their personal communication style.            Liaise effectively with families, paid carers and others who have an interest in the support provided to the customer.            Liaise with partner organizations.            Advocate on individuals behalf as and when required            Attend and contribute to team meetings.            Work flexibly within the locality to meet the needs of the people we support, this may include evenings and weekend working.</p>	<p>Customer feedback            Family / carer feedback              Contribution to service and team            Feedback from team members/ line manager/customers</p>	<p>This is a physical role involving the moving and handling of people. The post holder must be able to meet the physical demands of the role and comply with moving and handling regulations</p>
<p><b>3. Managing Services</b>            Planning, managing resources, people and performance            Identify and assist with access to opportunities within the local community which develop independence and inclusion such as: education, training, employment, volunteering, leisure etc.</p>	<p>Provider review documentation completed satisfactorily</p>	

<p>Contribute to and facilitate activities linked to an individual's Person Centred Review Action Plan and/or Support Plan, taking into account the individual's preferences.</p> <p>Provide 'keyworker' support to identified customers, this will include:</p> <ul style="list-style-type: none"> <li>- Completing files and records</li> <li>- Contributing to the planning and maintenance of Risk Assessments, Manual Handling and Support Plans for the individual.</li> </ul> <p>Provide intimate personal care according to individual needs, maintaining dignity and respect at all times.</p> <p>Assist with daily living tasks.</p> <p>Support people to manage their own finances in line with policy and procedure</p> <p>In conjunction with senior staff, take day to day responsibility for organising and planning duties and activities.</p> <p>Plan and contribute to local person centred provider reviews</p> <p>Participate as a member of the Leading Lives team, supporting colleagues and working collaboratively to develop the service.</p>	<p>Range of activities provided</p> <p>Effectiveness of support</p> <p>Improved independence and community involvement for the individual</p> <p>Monitoring of customer wellbeing</p> <p>Satisfactory completion of risk assessment records</p>	<p>Numeracy / literacy skills to an appropriate standard.</p> <p>Effective communication skills across a range of contacts.</p> <p>Awareness of relevant health and safety legislation</p> <p><b>How you act</b></p> <p>You think ahead, adapt, flex and focus to remain a front-runner.</p> <p>You value relationships and collective strength so that you can make a difference.</p> <p>You grow yourself , to grow others</p> <p>Person Centred - You display a Person Centred approach that promotes inclusion, rights, Dignity and Respect – you adhere to principles of dignity</p> <p>Shows initiative – you come up with ways of improving how we do things</p> <p>Team Worker - You work with others to deliver results and provide support.</p> <p>Flexible attitude – you are prepared to work flexibly to deliver the service.</p>
<p><b>4. Improving Services</b></p> <p>Ensuring the safety of people who use the service, critically evaluating, encouraging improvement and innovation, facilitating transformation</p> <p>Ensure Health and Safety practices are followed in line with company policy (e.g. fire drills, first aid box checks, medication checks, COSHH checks etc.)</p> <p>Where required take on roles to support health, safety and wellbeing</p> <p>Administer medication or supervise self-administration in line with Company policy.</p> <p>Contribute to building security, reporting any required repairs or hazards.</p> <p>Complete and contribute to risk assessments</p> <p>Contribute to the development of services, involving customers and their families in this process.</p> <p>Role model best practice to colleagues and call out any practices of concern by providing advice and encouraging best practice</p>	<p>Risk assessments</p> <p>CQC reports</p> <p>Service improvements suggested</p>	

<b>5. Setting direction</b> Identifying the contexts for change, applying knowledge and evidence, making decisions, evaluating impact		
<b>6. Creating the Vision</b> Developing the vision for the organisation, influencing the vision of the wider social care system, communicating and embodying the vision.		
<b>7. Delivering the strategy</b> Framing, developing, implementing and embedding the strategy		

