

Job title:	Support Worker
With service:	Flexi Care (children)/ Flexi Support, Day/Evening Services (adults)
Reports to:	Manager
Management of:	None

Scarborough and District Mencap are currently recruiting Support Workers to our team.

We are seeking individuals to work shifts, weekdays from 9.15 am to 4 pm, Saturdays 6 hours, and some evenings from 4 pm to 7.30 pm on a rota basis.

- Flexible days to fit around your life/studies
- No late evening or overnight working
- No Sunday or Bank holiday working
- Paid training in-house and via our online platform
- Annual leave and sickness package
- Opportunities to develop new skills
- Employee assistance program offering confidential advice 24/7
- We pay for your DBS and for joining the update service

A Support Worker will enable people with a learning disability to lead fulfilling lives based on their individual needs, community participation, respect, and community presence. A Support Worker will work safely and in compliance with our internal and external requirements so that the people we support can trust and feel safe and confident in the support we provide them.

The key roles for Support Worker are:

- Team player
- Recorder and reporter
- Lifestyle enabler
- Safe practitioner
- Active supporter

Team Player

The Support Worker takes responsibility for their own performance under the leadership and guidance of their manager and is expected to work effectively with their fellow team members and with other Mencap teams so we can deliver the best service to the people we support.

Key Attributes:

- Positive and enthusiastic about working for Mencap and demonstrates true commitment to their work.
- Has an active and positive contribution to the team by providing good ideas and solutions for team action plans to improve the performance of the service.
- Makes the effort to be a good colleague by getting on with people at work.
- Demonstrates commitment and reliability to their team and service through good attendance and timekeeping.
- Has accountability for their own performance and self-development and strives to develop so they can evidence how this has moved on.
- Attends all mandatory training and makes a positive contribution to this.

Ways in which you might show or measure this:

- Things people say about you, colleagues, families etc.
- Flexibility, such as doing agreed swaps for the team to ensure the service runs smoothly.

- How you have contributed to the team/organisational action plan.
- Observations by your Manager, such as in team meetings
- Evidence of performance improvements.
- Continuous Professional Development plan, known as CPD, including training records.

Recorder and reporter

An important part of the Support Worker's role is recording and reporting to the right people in the right way. Examples might include helping to write support plans, signing people's plans and medication records or telling your manager important information etc. All recording and reporting carried out should be to a good standard e.g. person-centred, factual and reflects good practice.

Key Attributes:

- Raises appropriate/important issues promptly with Line Manager and suggests ways in which they could be addressed.
- Ensures the plans we put in place are centered around the people we support, and they are involved in this process.
- When required to complete paperwork, uses all appropriate forms, tools and resources and completes them carefully and correctly and at the right time. Communicates about the service and the people who use it with dignity, respect and responsibility, observing confidentiality guidelines.
- Prepares for, attends, and has an active involvement in every Staff Development Session (SDS) and appraisal.

Ways in which you might show or measure this:

- The quality of the paperwork you complete.
- Feedback from the people we support.
- Evidence of supporting the team and helping your colleagues.
- Evidence of putting learning into practice.

Lifestyle enabler

The Support Worker has an important role to play in supporting people to achieve the things that matter to them, working effectively with internal teams and external people, such as families, to achieve this. This means helping people to make choices and decisions and exploring and accessing opportunities that help them develop a lifestyle that is meaningful and rewarding.

Key Attributes:

- Works professionally and effectively with others to ensure we achieve the best outcomes for each person we support and can describe what this means for people.
- Supporting individuals in a way that is meaningful to them to develop a lifestyle that is dignified, rewarding and fulfilling.
- Makes the effort to provide a good variety of options for the individuals we support and finds the best ways to communicate with them.

Ways in which you might show or measure this:

- A bus ticket/photo/memento from a significant event that tells a story and leads to a good outcome for someone.
- Describe the personal journey where an individual started and where they are now, as a result of your input.
- Individual reviews.
- Feedback from families.
- Observation by your Manager.

Safe Practitioner

The ability to work safely is essential to the Support Worker role, so that the people we support feel safe and confident and can trust the service they receive. It is also important for the Support Worker to keep themselves safe and others who might be affected by the

work they do, such as colleagues. Working safely involves following the law, Mencap policies, procedures and instructions given by Managers and from training received and guidance given by regulatory bodies, e.g. CQC, NYC.

Key Attributes:

- Raises concerns using the appropriate management channels, particularly in relation to the safeguarding of children and other vulnerable people and asks for advice if needed
- Works safely and follows all rules, regulations policies and procedures, including observing confidentiality and data protection guidelines
- Helps people to understand risks that may affect them and supports them to manage these risk.

Ways in which you might show or measure this:

- External reports we receive for example from CQC, NYC.
- Examples of how you have reduced or avoided risks by making good judgements.
- Examples of supporting service users to understand risks e.g. walking home late at night.

Active Supporter

The Support Worker has a responsibility to provide support to individuals in accordance with their individual support or care plan. This may mean doing things with people or on their behalf where required, to enable us to deliver the best possible care for the people we support.

Key Attributes:

- Demonstrates the ability and commitment to work within individual support and care plans to support all people to achieve their goals.
- Works responsively with people, using a range of methods to engage with people successfully.
- Demonstrating an understanding of their duty of care to people and discuss and understand boundary lines.

Ways in which you might show or measure this:

- Observation by your Manager.
- Quality and appropriateness of care and support given to an individual.
- Feedback from the people we support.

Person Specification

To be a successful Support Worker, we expect that people will work to Mencap's values in everything we do:

- Being people-centered.
- Empowering, including and respecting all people.
- Challenging wrong ways of thinking about learning disability.
- Transforming lives.
- Being brave and developing new ideas.

Behaviours	Essential/Desirable	Assessed at
1. Being a kind, thoughtful and honest person	Essential	Application & Interview
2. Supporting people with dignity and respect	Essential	Application & Interview
3. Developing positive relationships	Essential	Application & Interview
4. Taking responsibility for their own development	Essential	Application & Interview
5. Showing initiative and confidence to make decisions	Essential	Application & Interview
6. Being positive about working for Mencap	Essential	Interview
7. Demonstrating initiative to develop themselves and others	Essential	Interview

and to be reflective		
8. Confidence to speak up for yourself and for others	Essential	Interview
9. Clearly communicates both written and verbally	Essential	Application & Interview
10. Has basic IT skills and numerical ability	Essential	Application & Interview
Desirable Qualifications	Essential/Desirable	Assessed at
11. Has experience of supporting people	Desirable	Application & Interview
12. Educated to GCSE level in Maths and English or equivalent Level 2 qualification	Desirable	Application & Interview
13. L2 (or above) Social Care qualification or equivalent	Desirable	Application & Interview

Enhanced DBS clearance/references

Any offer of a post is subject to you providing two satisfactory professional references and your undergoing an enhanced DBS clearance, the cost can be recouped from your wages on taking up the post.