



Job Description - Support Worker

Job Summary

To provide person-centred support to the people who use our services.

To follow the support plans of the people we support and any other relevant documentation.

To support all people in line with their individual communication needs.

To demonstrate the organisation's values:

- **Commitment**
- **Collaboration**
- **Positive Interactions**

Job Details

Reporting to the Service Manager, Assistant Service Manager and Senior Support Worker, to support the people who use our services to lead the life of their choosing.



Commitment

Staff members will be required to:

- Enable people to play an active role in community life, using their unique talents, skills and gifts as participants, not just as recipients of services
- Take personal responsibility to empower the people we support to live the lives they want, taking action on concerns where necessary
- Ensure people are being supported in a person-centred way, in line with their individual plans
- Encourage and support the people who use our services to express their views and needs for care and support, allowing them to participate in joint decision-making
- Are actively engaged with improving the lives of the people we support and their needs
- Enable the people we support to have a voice by advocating on their behalf as needed
- Actively seek to understand and respond positively to change
- Demonstrate reflective practice and commit to continuously improving their own performance
- Are prepared to raise concerns about quality, safety and performance
- Understand the safety of people who use our services and challenge appropriately



Collaboration

It is important that the people who work with us:

- Invest time to build and maintain effective and respectful relationships with the people we support, their families, co-workers and other professionals, adapting their approach according to the individual, situation and context to achieve desired outcomes
- Actively make and maintain effective connections externally
- Actively seek out links with community activities and connect people to those groups effectively
- Contribute to improving inefficient, unnecessary or unworkable practices
- Contribute to decisions about the future direction/vision of their organisation
- Assess the effects of change on outcomes for the people we support and make recommendations for future improvements



Positive Interactions

Our colleagues will need to:

- Actively contribute to discussion about support and values to improve performance, using appropriate feedback
- Practice positive risk taking
- Quickly build rapport with others
- Focus on overcoming barriers with a 'can do' attitude and a smile
- Understand the resources available and use the appropriate type and level of resource to deliver safe and efficient care and support
- Confidently communicate in an open, accurate and straightforward way using appropriate language, both verbal and non-verbal
- Effectively support people to communicate using a wide range of communication styles (Makaton, body language, objective reference, photo symbols, and Picture Exchange Communication System)
- Act as a positive ambassador for The Edmund Trust and the people we support
- Be a positive role model for others
- Think outside the box and commit to finding creative solutions
- When required, effectively deliver one to one support as a lone worker
- Give 'just enough' support to promote independence, allowing people to reach their full potential