



## 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 of Commitment, Collaboration & Positive Interactions

### Job Details

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

### About Us

The Edmund Trust & Eddie's has been proudly supporting people across the East of England with learning & physical disabilities, autism and complex needs for over seventy years. We work to provide lifelong opportunities and create positive lifestyles for people to be equal and active members of the community.

We provide person-centred support, allowing individuals to choose how they want to live their lives, enabling them to reach their full potential. We encourage people to achieve their aspirations with outcome focused support. Working alongside our values of Commitment, Collaboration and Positive Interactions.



## 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
- Ensure people are being supported in a person-centred way, in line with their support 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
- Ensure all people we support documentation is kept up to date
- Raise all concerns about quality of care in accordance with our safe guarding policies



## 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, colleagues 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
- Raise all concerns where necessary in relation to the people we support
- Contribute to decisions about the future direction/vision of the 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:

- Work together as a team and be a positive role model for others
- 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)
- Act as a positive ambassador for The Edmund Trust and the people we support
- 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

### General

- As an employee of The Edmund Trust, you should role model our values, creating a positive working environment, advocating inclusion and equality, creating a culture that recognises and celebrates diversity.
- Adhere to and promote the Company's policies, being accountable for the Health & Safety of yourself and others
- Work with integrity and adhere to confidentiality and security of information at all times, complying with all legal requirements relating to GDPR
- Undertake training as requested by the company
- Carry out any other duties as reasonably requested from time to time