



Job Description & Person Specification

Job Title – Support Worker

Reports to - Directors

Management of – None

Vision – YAWN Life provides a high quality, appropriate service, working towards enabling service users to enjoy purposeful activities and developing them to reach their maximum potential as individuals through encouragement, training and support.

Job Purpose - Support Workers will help enable people with a learning disability to lead fulfilling lives and achieve things that matter to them, based around their individual needs, community participation, respect and behaviour. Support workers will work safely following company and external requirements so that the people we support can trust and feel safe and confident in the support we provide them.

Key Roles –

Supporter & Enabler

Team Player

Safe Practitioner

Reporter & Recorder

Supporter and Enabler

All Support workers have an important role to play in supporting people to work towards achieving the things that matter to them, working effectively with internal teams and external people, such as families to achieve this. This will involve supporting people to; make good choices and decisions; explore and access opportunities that help them develop a lifestyle that is meaningful, healthy and rewarding.

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 .and promote good relationships with our partners.

Key Performance Indicators

- Demonstrates ability and commitment to work within and lead on specific aspects of individual and group plans to support all people to achieve their goals. Provides feedback and liaises with colleagues over problems.
- Works responsively with all people, using a range of methods to engage all successfully in a way that is meaningful to them to develop a lifestyle that is healthy, rewarding and fulfilling.
- Demonstrates an understanding of their duty of care to people and understands boundary lines.
- Works professionally and effectively with others, including families, to ensure we achieve the best outcomes for each person we support and can describe what this means for people.
- Makes the effort to provide a good variety of options for the individuals we support and finds the best ways to communicate them.

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- Shares in day to day activities, community participation and volunteering, enabling YAWN Life service users to participate and develop skills including awareness of health & safety at all times.

Ways in which you might show or measure this?

- Evidence from activities or a significant event that tells a story and led 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 and the people we support
- Quality and appropriateness of care and support given to an individual
- Setting a good personal example by managing own behaviour, development health etc.
- This will be observed by your Manager

Team Player

All support workers take responsibility for their own performance under the leadership and guidance from their manager and are expected to work effectively with their fellow team members and with other teams so we can deliver the best service to the people we support.

Key Performance Indicators

- Positive and enthusiastic about working for YAWN Life, and demonstrates true commitment to the work they do
- 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 time keeping
- Has accountability for their own performance and self-development and strives to develop so they can evidence how this has moved on against the KPI's
- Assists in room preparation including organisation and making of resources.
- Assists in supervision and support of YAWN Life service users at lunch and break times and on occasions with personal care.
- Helps to maintain order and cleanliness.
- Accompanies and/or provides transport to YAWN Life service users to/from home and appointments/activities as appropriate.

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 action plan?
- Observations by your Manager, such as in team meetings
- Evidence of performance improvements



- Continuous Development plan, known as CPD, including training records

Professional

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 being responsible for the safeguarding and welfare of our vulnerable adults, following the law, policies, procedures and instructions given by Managers and from training received and guidance given by other bodies' e.g. Care Quality Commission, Local Safeguarding Board.

Key Performance indicators

- Raises concerns using the appropriate Management channels, particularly in relation to the safeguarding of vulnerable people and asks for advice if needed.
- Works safely and follows all rules, regulations policies and procedures.
- Helps people to understand risks that may affect them and supports them to manage these risks.
- Reflective and honest about own performance and being clear if this means something can't be delivered that has been agreed .
- Manages own health and behaviour recognising Duty of Care to others

Ways in which you might show or measure this?

- Examples of how you have reduced or avoided risks by making good judgements
- Examples of supporting service users to understand risks e.g. Keeping purses/wallets safely out of site when out
- Examples of following set procedures reporting requirements

Recorder and Reporter

An important part of a Support Workers role is recording and reporting into the right people in the right way. Examples might include helping to write team and individual plans, completing outcome stars/profile folders, signing incident/accident records, 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, reflects good practice and as appropriate in easy read. The importance of confidentiality and data protection should be understood and remembered when recording or about to share any information.

Key Performance Indicators

- Raises appropriate/important issues in a timely manner with Manager **and** suggests ways in which they could be addressed
- Ensures the plans we put in place are centred 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

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- Communicates about the service and the people who use it with dignity, respect and responsibility
- Prepares, attends and has an active involvement in meetings and appraisals when appropriate

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 my colleagues
- Evidence of contributing to team action plan
- Evidence of putting learning into practice



Person specification

This section outlines the things you will need to be able to demonstrate to be a successful Support Worker.

| Behaviours | Essential/Desirable | Assessed at |
|--|---------------------|-------------------------|
| 1. 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. Takes responsibility for their own development health and wellbeing | Essential | Application & Interview |
| 5. Initiative and confidence to make decisions | Essential | Application & Interview |
| 6. Positive about working for YAWN Life | Essential | Interview |
| 7. Initiative to develop themselves and others and to be reflective | Essential | Interview |
| 8. Confidence to speak up for yourself and for others | Essential | Interview |

| Skills & Experience | Essential/Desirable | Assessed at |
|--|---------------------|-------------------------|
| 9. Clearly communicates both written and verbally at a range of levels e.g. parents, carers, professionals and adults with learning disabilities | Essential | Application & Interview |
| 10. Basic IT skills and numerical ability | Essential | Application & Interview |
| 11. Experience of supporting people with learning disabilities | Desirable | Application & Interview |
| 12. Working knowledge of safeguarding | Desirable | Application & Interview |
| 13. Able to recognise and act upon forms of discrimination including challenging wrong thinking about learning disability | Essential | Application & Interview |

| Qualifications/Training/Other | Essential/Desirable | Assessed at |
|---|---------------------|-------------------------|
| 14. Educated to GCSE level in Maths and English or equivalent level 2 qualification | Essential | Application & Interview |
| 15. Social care qualification or equivalent qualification and relevant experience | Desirable | Application & Interview |
| 16. Food Hygiene Qualification | Desirable | Application & Interview |
| 17. Current First Aid Certificate | Desirable | Application & Interview |
| 18. Willingness to undertake relevant job training | Essential | Application & Interview |
| 19. Willingness to have recommended vaccines and participate in other measures, and physical capability to perform role recognising your Duty of Care to clients and co-workers | Essential | Application & Interview |

Other requirements

This role will be subject to an Enhanced DBS clearance.

A current driving licence and permanent access to a car insured for business purposes are essential for transporting clients to/from home and to activities.