

Job Description

Service: Westmead	Department: Physical Disability Day Service
Job Title: Support Worker	

The Department/Team:

To provide a broad range of day opportunities for vulnerable adults, using community resources.

Health and Safety responsibility

In accordance with the provisions of the Health and Safety at Work Act 1974 take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.

Primary Purpose of Role

Primarily to support and enable Westmead clients to undertake activities both on site and within the community to develop personal potential, skills and abilities. You will promote independence and social inclusion.

You will be required to lead, organise and plan meaningful and challenging activities that promote independence and wellbeing.

The job provides an opportunity to gain skills, knowledge, and experience in supporting people to access community-based activities for individual activities and group work. This can include supporting individuals with complex and/or behavioural needs.

You will liaise and support Health care professionals in supporting our clients to use specialised equipment in order to maintain their health and wellbeing.

Westmead is a physical disability service; however you may be required to work in other community-based services.

You will be required to drive our Vehicles in order to support Clients in accessing the community. You will need to be over 21 with a clean driving license and able to drive a manual geared vehicle)

Main Duties and Responsibilities

- Be involved in the planning, organisation and implementation of, and directly support meaningful activities. Transport customers to and from activities.
- Take a shared responsibility for projects, for individuals and groups, in order to meet the customers' diverse individual needs and developmental aims and outcomes.

- Maintain up to date records and compile reports both written and in electronic form.
- Organise and undertake an assessment of needs for individual customers and prepare care plans considering – choice, advocacy, professional recommendations, risks, challenges to the service, carers' needs and other relevant factors.
- Undertake some operational aspects of the service, including general supervision of customers and some operational supervision of agency staff and/or volunteers, in the absence of seniors.
- Take a shared lead responsibility for allocated venues and resources
- Some practical maintenance and cleaning tasks as required.
- Promote customer participation considering choice; using a need led person centred approach. Contribute to and present customer reviews/appraisals
- Take a shared responsibility in updating assessments.
- Promote a safe environment and maintain a service to quality standards in accordance with health and safety, and all relevant guidelines, policies and procedures.
- Liaise effectively with colleagues, residential staff, carers, Care Managers, other agencies and organisations.
- Support the general welfare of customers. Attend to the physical and personal care needs, provide individual support, listen, respond and advocate. Deal effectively with emergencies. Administer Medication and first aid.
- Attend and participate in, team meetings, working groups, team and individual training. Be pro-active in the organisation and development of the day service and links with the community.
- Carry out other relevant tasks that become apparent

The context of the job, tasks and the balance of the responsibilities identified will change as the service develops and changes.

Person Specification

D – Desirable, E- Essential

Knowledge/Qualifications/Education/Training:	D/E
Knowledge of client group issues, including health and behaviour	D
QCF/NVQ Level 2 in Health and Social Care (or equivalent)	D
Health and Safety Awareness	E
Experience	
Experience of client group, including personal care	D
Skills and Abilities	
Initiative – ability to organise and/or lead and monitor group activities	E
Excellent communication skills, both verbal and written	E
Ability to write clear and concise reports	E
Ability to handle/manoeuvre clients safely	E
Basic IT skills	E
Personal Qualities	
Ability to work as part of the team	E
Caring Attitude	E
Good listener	E
A sense of responsibility	E
A positive attitude	E
Calm approach	E
Ability to work under pressure	E
Full, clean driving license and meet criteria for insurance requirements	E
Other	
Relevant personal interests	E
Willingness to develop within the role i.e. training	D

Optalis Company Core Values;

Customer Service

We listen to our customers and offer genuine choice tailored to their individual needs.

Our customers are at the heart of everything we do.

Respect

We respect equality, diversity, and the beliefs and dignity of all our customers and staff.

Transparency and Integrity

We will inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company.

Communication

We ensure two-way communication with our customers and staff; providing clear, accurate information.

Continuous Development

We embrace and drive forward positive change within the organisation.

Enjoyable and Rewarding

We place emphasis on staff satisfaction and will create an environment which offers opportunity for personal and professional growth.