



### Job Description – Support Worker

Responsible to: Chief Executive  
Executive Board

**Level of responsibility and accountability:** You will be responsible to the Chief Executive on a daily basis and on a wider basis to the Executive Board. As a Session Leader, you may be required to work alone and be the responsible person on duty.

The requirements of the job are outlined below:

- Support Service Users to make informed choices and to gain new experiences.
- Provide Support to Service Users to access activities within the Centre.
- To work with the team to plan activities for the Centre.
- To support people to develop social and life skills.
- Work with individuals in a way which is respectful, and person centred.
- To recognise and support the person's preferred style of communication.
- Assist individuals in developing and maintaining skills, enabling them to make informed choices by encouraging new experiences and by assisting individuals to participate in a range of activities.
- Provide support to individuals based on the requirements of the individual's needs and support plan in co-operation with the individual and within an agreed plan of risk taking.
- Work within the philosophies of the Centre to minimise the effects of Clients' learning disabilities, demonstrating an understanding and commitment to the rights of people with learning disabilities.
- Consistently apply non-aversive strategies developed in response to challenging behaviour and contribute to the review and development of any such strategies.
- Let a senior member of staff know about any matters which may affect the safety and well-being of service users, and the service generally.
- Do any other jobs at a similar level which the Chief Executive may reasonably ask.
- Liaise with other agencies / professionals as necessary, in consultation with senior Staff Members.
- Work in a team, contributing to effective team working and participating in reviews of service delivery standards.
- Make Visitors feel welcome. Provide refreshments/assistance as and when required.
- Promote and ensure the good reputation of the Centre.



- Notify the Chief Executive, as soon as possible of your inability to report for work, and also on your return to work from all periods of absence.
- Ensure the security of the Centre is maintained at all times.
- Undertake agreed training and development activities to assist in the Support Worker role.
- To demonstrate a commitment to The Hive Avon Ltd's values.
- Ensure all equipment is clean and well maintained.
- Attend and participate in staff meetings.
- Ensure maintenance of confidentiality in respect of records, those receiving the service, staff, the organisation and third-party information.

### **Organisational, Health and Safety and Legal Compliance**

- Ensure compliance with the Health and Safety Act and Regulations, Care Standards Act and Regulations, General Social Care Council codes of practice, other legal or contractual obligations, The Hive Avon Ltd's policies and procedures.

### **Equal Opportunities & Diversity**

- Ensure that the delivery of the service is underpinned by a commitment to equality of opportunity and diversity.

### **SKILLS / ABILITIES**

#### **Required:**

- Proven ability to work on own initiative and as part of a team.
- Knowledge and understanding of issues relating to people with learning disabilities.
- A commitment to a service which provides support to vulnerable individuals, and which is respectful and according to the individuals' wishes.
- Good communication skills (written and verbal). Ability to communicate effectively with Clients, colleagues, Managers and other persons with a legitimate interest in the project.
- Commitment to training and development

#### **Desired:**

- Flexible and innovative approach to working.
- Decision-making and problem-solving skills.



## EXPERIENCE

### Required:

- Experience of working in a multi-disciplinary setting.

### Desired:

- Experience of working in a care/support setting, ideally within learning disability services.

## EDUCATION, SPECIALIST KNOWLEDGE & QUALIFICATIONS

### Required:

- Good general education
- Working knowledge of health and safety issues

### Desired:

- NVQ Level 2 in social care
- Knowledge of regulatory framework of service provision including Care Standards Act
- Mandatory training qualifications e.g. fire safety, first aid, food hygiene, manual handling, Health & Safety

## OTHER

### Required:

- Satisfactory Police Check and check against the POVA List (where applicable)
- Self-motivation and flexibility
- Commitment to the aims & objectives of the service and of The Hive Avon Ltd.
- Knowledge and commitment regarding Equal Opportunities
- A commitment to undertake training and development as required.
- Honesty, reliability and trustworthiness

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

The Hive Avon Ltd reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with The Hive Avon Ltd the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.