

JOB TITLE: Support Worker (Including Waking Night)
GRADE: H3-H4
REPORTS TO: Relevant Senior
TEAM: Supported Living & Residential Services
DEPARTMENT: Adult Care Services

Purpose of the Job

To implement support plans for adults with disabilities which enable the person to live as independently as possible in their community. The support plan details the personal care and/or daily living needs of each person and how they wish this support to be given

Main Areas of Responsibility

Implement and contribute to the support plan for each person, this will include all aspects detailed as an H2 and also the following;

H3 & H4

- Act as a named link worker to individuals, developing or contributing to support plans, risk assessments and guidelines
- Support the administering of medication to people (NB - where appropriate training has been received and the worker signed off by a Senior or Manager)
- Mentoring less experienced staff in delivering support to people
- Informally supervise junior staff
- Support people to manage their own finances including daily transactions, budgeting and accessing their community including paying bills, shopping and using financial services.
- Lead shifts as required.

H4 Only

- H4- formally supervise junior staff as required.
- Assist/ carry out Mental Capacity assessments and Best Interest decisions
- Take on additional role or responsibility as required; e.g. Champion or Coordinator role
- Work with highly complex individuals

- Lead and take a specific responsibility in an area of the service e.g. group homes
- Lead and Coordinate shifts
- If you do not already have your Level 2 RQF qualification (or equivalent) in Care, we would encourage and support you to achieve this qualification.
- If you do not already have the Care Certificate you will be willing to undertake the training to achieve this

All Staff Must:

- Follow all County Council/Adult Care Services and local guidelines, written procedures and actively participate in improving the quality of service experienced by the people we support.
- Abide by the Skills for Care Code of Conduct for social care workers as stated by the General Social Care Council as this forms part of your employment contract.
- Work within a framework of clear Health and Safety requirements and practice
- Undertake mandatory training including refresher training within the prescribed timescales.
- Work flexibly across In House services within a reasonable distance of your usual work base.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Ability to support people with behaviours that can be challenging

To maintain confidentiality at all times

Ability to listen and understand the needs of disabled adults and be able to

communicate clearly with individuals who have differing levels of understanding

To work shifts as necessary including weekends, evenings and nights depending on your role and grade. Our services operate 24hrs, 365 days a year

Ability to work flexibly to meet the needs of the people we support. This may include working in different locations and with individuals in the community

In addition, post holders will be expected to demonstrate the following, based on what the people we support have told us are important to them:

- Staff who are dependable, reliable and show respect for privacy and dignity
- Staff who listen and are patient and can help people feel better or happier when they are ill or sad
- Staff who can be trusted and maintain confidentiality
- Staff who will do their best to help someone get what they need or help them complain if they've been treated badly
- Staff who say sorry when they get things wrong

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)