

## **Support Worker Community Hubs**

### **Principal purpose of the job role**

The primary role of a Support Worker at Independence Matters is to directly support our customers, people with a learning disability and/or older people with dementia. You will work with your customers to help them live the life they choose and one that is as independent life as possible. You will support them to develop positive relationships and to be an equal and valued member of their local community.

You need to be prepared to work flexibly over a 7-day period, be willing to undertake training and personal development activities as required, and able to travel to different work locations

### **Context**

We expect our people to be up-to-speed with the current world of learning disability and/or dementia, know about the challenges and realities people face and understand the impact Independence Matters is trying to bring about.

We expect people to be brilliant at collaborating across teams, functions, service types and perspectives so that people with a learning disability and/or dementia and their families receive the joined-up support they need. Leaders will break down silos and cliques and challenge blinkered or habitual thinking. People will know and love all that Independence Matters does, not just the work they do.

### **Key responsibilities of the role**

The role has responsibilities that focus on two areas: Quality and Relationships.

You will:

- Ensure the customer is at the heart of everything you do (person centred support)
- Enable our customers to carry out all the tasks involved in their daily life. This may include things like supporting people with managing their finances and their home, domestic tasks, meal preparation, medication, shopping, medical and routine appointments, personal care (e.g. washing, bathing, shaving, going to the toilet).
- Keep accurate records, carrying out all recording and reporting in a person centred, factual manner.
- Develop the service and yourself through service reviews, performance management processes, staff meetings and learning and development opportunities.
- Raise appropriate and important issues or concerns in a timely manner with your line manager, suggesting ways in which they could be addressed.
- Work safely and ensure you meet the contractual and regulatory compliance so our customers can trust, feel safe and have confidence in the support you and the company provide.

*This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with this role in Independence Matters*

### **Person Specification**

# Independence *Matters*

*'the life you choose...'*

## **Essential skills & abilities**

Excellent interpersonal skills, with the ability and confidence to generate and build effective relationships with colleagues, customers and stakeholders.

- Basic IT literacy and numerical skills
- Supporting people with dignity and respect
- Takes responsibility for their own development
- Initiative and confidence to make decisions
- Ability to work calmly, efficiently and accurately under pressure
- Confidence to speak up for yourself and for others.

## **Desirable Knowledge and experience**

- Experience of supporting People
- Knowledge about learning disability
- Knowledge about IM.

## **Desirable Qualifications**

- Educated to GCSE level in Maths and English ore equivalent Level 2 qualification
- Social care qualification or equivalent
- Holds a valid, clean driving licence.

## **Special Conditions**

- The post is subject to the appropriate level of Disclosure and Barring check.
- It is envisaged that the post holder will be required to work across customer groups and within different services should the need arise.
- The post holder must be physically capable of delivering personal care.
- Where the role requires driving ability the post holder must hold business insurance for their car.