

## Job Description – Bank Support Worker



- Project:** Support Workers Direct
- Work Location:** Support Workers Direct
- Directly responsible to:** Manager, Support Workers Direct
- Overall responsible to:** The Managing Director, Aldingbourne Trust

### General purpose:

Support Workers Direct (SWD) works like an internal agency for the Aldingbourne Trust, providing Bank Support Workers for the other projects. In addition, SWD have their own customers which Bank Support Workers support, and they also provide bespoke holidays for the people we support which Bank Support Workers can get involved with.

The holders of this key post within the Aldingbourne Trust are therefore responsible for enabling our the people we support to live the lives they choose safely, while developing their own independence. You will work as part of teams with other staff and the people we support to ensure that emotional, social, medical and material needs are recognised, assessed and met.

You are expected to meet the requirements of the Care Act, the Care Standards Act and Regulations, while ensuring your work meets the standards set out by the Care Quality Commission and other legal requirements including the West Sussex Safeguarding and Medication policies.

### Main duties:

Your job description is based around the 8 qualities that make a great support worker, as decided by over 350 people with learning disabilities, and their families. These 8 qualities are used by the Gr8 Support Movement to highlight what Gr8 support is.

### Advocating

- Support people to make their own decisions and choices.
- Recognise the importance of equality and inclusion in the way you work, ensuring the individual's needs are central to your work, rather than your own.
- Ensuring people with learning disabilities understand their rights and responsibilities and are supported to undertake an active role in making decisions about their support.
- To be familiar with and implement the principles of social inclusion, promoting independence and progression.
- Promote relationships which enable the people we support to integrate into the life of their community and ensure assistance is provided where needed.
- Promote opportunities and engagement based on peoples' person centred plans.
- Promote healthy lifestyles and wellbeing, ensuring access to community and specialist health services.
- Encourage tenants to be involved in making decisions and giving feedback about the services they receive.
- Challenge complacency and poor performance
- Support people to have their voice heard, challenge or complain where appropriate
- Promote Support Workers Direct and the Aldingbourne Trust as an employer of choice.

## Connecting

- Work in partnership with each person to offer support and assistance with personal planning and choices.
- Work as part of the team on a rota, carrying out sleep-ins and on-call duties as required.
- Effectively participate in staff meetings, training courses and seminars.
- Ensure excellent communication takes place within your team, with the people we support, staff, parents & carers and care professionals, ensuring the interests of the individual are your primary concern.
- Promote opportunities and engagement based on peoples' person centred plans.
- Promote healthy lifestyles and wellbeing, ensuring access to community and specialist health services.
- Ensure you maintain a programme of continuing professional development.
- Understand & actively support the Trust's values, aims & policies through your actions.
- Effectively participate in staff meetings, training courses and seminars.

## Respectful

- Support people to become as independent as possible. Demonstrating genuine respect for people with learning disabilities, keeping people, places & items safe, using risks as opportunities.
- Treat each individual with dignity and respect, ensuring their confidentiality is maintained.
- Assist and support people with personal care, which can range from prompting to physical assistance (e.g. bathing, hair washing, shaving and where appropriate incontinence). The people we support may need support with stoma care, cream application and support with diabetes.
- Ensure good time keeping, attendance & reliability. Share information & your views, suggestions/concerns. Keep communication & paperwork up to date & accurate, courteous, accurate & concise
- Identify & manage any conflict, deal with any concerns/complaints in a professional & timely manner.
- Embrace person centred approaches and achieve positive outcomes.
- Listen, respecting other viewpoints. Maintain confidentiality.
- Ensure self awareness - mutually supportive relationships, dealing with stress, taking holidays, not building up lieu time, asking for advice and/or support when needed.
- Be a role model - you aren't expected to be perfect, but you are expected to act with integrity within and outside the Trust
- Remember that you are supporting people with their lives, in their own homes.

## Adventurous

- Work effectively with the Project Manager in reviewing, planning and developing the service.
- Contribute to new ideas & projects to achieve successful implementation
- Step out of comfort zone, to explore & consider innovative approaches to meet the Trust's objectives
- Consider the use of technology in enhancing performance
- Take personal responsibility for your personal health and safety, and that of the people we support by implementing health and safety procedures, including pro-actively reporting issues and potential hazards.
- Drive to assist with logistics and support when required.
- Provide opportunities for people with learning disabilities to gain skills developing their independence and when appropriate, leading towards employment
- Actively encourage and support people to consider and pursue new activities and ways of doing things

### **Resourceful**

- Meet the Care Certificate within your first three months of employment, then ensure compliance training (Health & Safety, Infection Control, Fire, Health & Safety, Food Hygiene and Medication) is kept up to date.
- Ensure excellent communication takes place with tenants, staff, parents & carers and care professionals, ensuring the interests of the individual are your primary concern.
- Identify & manage any conflict, deal with any concerns/complaints in a professional & timely manner. Actively work with the team to consider ways to break down barriers that people face.

### **Friendly**

- Actively listen to the people we support and their views and wishes (sometimes this may mean by observing and learning, not just verbally). Encourage free thinking, and always adopt a non-judgemental approach
- Support people to maintain contact with family and maintain existing friendships, and create opportunities to form new friendships.
- Be aware of the power imbalance that so often is weighted in the direction of you as a support worker, and strive to shift the power ensuring people are involved as much as possible in decisions and their day to day lives.
- Work effectively with the Support Workers Direct team and other Aldingbourne Trust project teams.

### **Supportive**

- Take responsibility for accurate and timely record keeping and administration
- Ensure support plans are read and understood.
- Give the people we support help and advice to manage their budgets, pay bills and spend their own money.
- Ensure the person we support maintains the terms of their tenancy agreement.
- Provide support in accordance with agreed plans & Trust policies & values
- Recognise and implement safeguarding procedures to protect the people we support, which includes whistleblowing when appropriate.
- Assist people in their daily routines such as cooking, shopping, housework etc
- Work in partnership with each tenant to offer support and assistance with their personal plans and choices.

### **Encouraging**

- Embrace person centred approaches and achieve positive outcomes.
- Encourage the people we support to be involved in making decisions and giving feedback about the services they receive.
- Recognise the importance of equality and inclusion in the way you work, ensuring the individual's needs are central to your work, rather than your own.
- Assist and support people with their health and medication needs for instance by prompting or administering medication or assisting the people we support to attend routine appointments (e.g. chiropodist, dentist, GP).
- Encourage the people we support to participate in all activities of their daily lives, taking every possible opportunity for meaningful activity

**Additional Duties and requirements:**

- To perform any other duties that are commensurate with the post and may be specified from time to time by the organisation.
- This post is a regulated activity. As the post holder, you will be expected to undertake a DBS check, at enhanced level and against the Adult Barring List. Regulated activity (adults) as defined by the Safeguarding Vulnerable Adults Groups Act 2006 from 10th September 2012, for the purposes of this post are: providing personal care, assistance with general household matters, conveying people. We have assessed this post and are satisfied that it is reasonable and likely that the post holder will be required to engage in any or all of these regulated activities.

# The Person Specification: Bank Support Worker

## Essential:

- The ability to communicate clearly.
- Listening skills.
- Administrative/organisational skills.
- Team player.
- Able to use own initiative.
- Calm, friendly and understanding
- Flexibility and adaptability
- Reliability
- Basic numeracy and literacy (e.g. can write a journal entry at the end of support)
- Minimum Age 18.

## Desirable:

- Experience of supporting people who have a learning disability.
- Computer literacy

## Last Updated:

October 2020

## **Terms and Conditions: Support Worker**

- Salary - £8.77 to £9.28 per hour. Starting salary dependent on your skills and Experience.
- Sleep in payments
- Pension: The Aldingbourne Trust offers a contributory pension scheme.
- Life Assurance: 2 x your annual salary
- Annual leave: 33 days in each year including Bank Holidays. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years, pro rata for part time staff
- Counselling Service
- Bicycle voucher scheme