

# Job Description: Relief Support Worker, Outreach

Your job description is in 2 parts. This first page applies to ALL staff who work at the Aldingbourne Trust. The 3 levels (basic, stretch & magic) are our framework for providing the best support, whatever our jobs.

<b>Magic- making a big difference</b>
<ul style="list-style-type: none"> <li>Actively supporting people with their dreams/wishes/potential - thinking beyond today</li> <li>Coaching others</li> <li>Learning from &amp; celebrating success</li> </ul>
<b>Stretch – developing yourself</b>
<ul style="list-style-type: none"> <li>Self development - a willingness to step outside of your comfort zone</li> <li>Learning /questioning/finding out - are there better ways of doing something?</li> <li>Working with others in a mutually supportive, professional manner - not just the usual suspects - knowing your local community, linking people with learning disabilities, colleagues &amp; volunteers to improve opportunities, contacts, networks &amp; results</li> <li>Actively seeking, hearing &amp; acting on feedback</li> <li>Challenging complacency &amp; poor performance</li> <li>Reviewing/planning/ your own work &amp; doing what you say you will</li> <li>Sharing your skills/coaching others across the Trust</li> <li>Supporting change, able to identify &amp; overcome barriers</li> </ul>
<b>Basics – the fundamentals, these must happen</b>
<ul style="list-style-type: none"> <li>Understanding &amp; actively supporting the Trust's values, aims &amp; policies through your own actions</li> <li>Supporting people to become as independent as possible. Demonstrating genuine respect for people with learning disabilities, keeping people, places &amp; items safe, using risks as opportunities</li> <li>Listening, respecting other viewpoints. Maintaining confidentiality</li> <li>Self awareness - mutually supportive relationships, dealing with stress, taking holidays, not building up lieu time, asking for advice and/or support</li> <li>Good time keeping, attendance &amp; reliability. Sharing information &amp; your views, suggestions/ concerns. Communication &amp; paperwork up to date &amp; accurate, courteous, accurate &amp; concise</li> <li>Being a role model - you aren't expected to be perfect, but you are expected to act with integrity within and outside the Trust</li> <li>Spending wisely, stopping and reducing waste.</li> </ul>

This section of your job description is specific to your job role. We think every job has some fundamental skills which fit with what we believe people need to be good at in order to provide the best support.

<b>Risk taker:-</b>	<b>Networker / Bridgebuilder:-</b>	<b>Coach:-</b>
Risks seen as opportunities & threats. Gets basics right – e.g. medication, safeguarding, health & safety.	Knowing who can/will fulfil needs outside of the “usual suspects”. Asks, seeks, finds out. Familiarity with Trust vision & values.	Supporting people to take responsibility and action, encouraging free thinking, listening & questioning skills, non-judgemental
<b>Support provider:-</b>	<b>Teacher:-</b>	<b>Adventurer:-</b>
Arranging support, clear plans, outcomes, monitoring, admin & organisational skills, meeting regulatory requirements	Learner centred. understanding of pace, resources and learning. Not prepared to give up. Will try different approaches.	Creative, beyond status quo, able to step out of comfort zone, listening, understanding people, overcoming resistance & complacency
	<b>Mediator:-</b>	
	Advocating, listening, moving out of “I know best culture”. Resolves conflict, does not avoid conflict	

## Detail of your job description

<b>Project:</b>	Outreach
<b>Job Title:</b>	Relief Support Worker, Outreach
<b>Work Location:</b>	Bognor Regis and Chichester
<b>Directly responsible to:</b>	Outreach Manager, The Aldingbourne Trust
<b>Overall responsible to:</b>	The Managing Director, The Aldingbourne Trust.

### General purpose:

The holders of this key post within the Aldingbourne Trust are responsible for enabling our tenants to live the lives they choose safely, while developing their own independence.

You are expected to meet the requirements of the Care Standards Act and Regulations, 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.

You will work as part of a team with staff and tenants to ensure that the emotional, social, medical and material needs of the tenants are recognised, assessed and met.

### Main duties:

#### Support Provider

- Treat each individual with dignity and respect, ensuring their confidentiality is maintained.
- Assist tenants 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.
- Encourage tenants to be involved in making decisions and giving feedback about the services they receive.
- Take responsibility for accurate and timely record keeping and administration
- Ensure support plans are comprehensive and up to date.
- Give tenants help and advice to manage their budgets, pay bills and spend their own money.
- Assist and support tenants with personal care, which can range from prompting to physical assistance (e.g. bathing, hair washing, shaving and where appropriate incontinence). Tenants may need support with stoma care, cream application and support with diabetes.
- Assist and support tenants with their health and medication needs for instance by prompting or administering medication or assisting tenants to attend routine appointments (e.g. chiropodist, dentist, GP).
- Work as part of the rota, carrying out on call duties as required.
- Effectively participate in staff meetings, training courses and seminars.
- Meet the Care Certificate within your first three months of employment, then ensure compliance training (Health & Safety, Infection Control, Fire, Health & Safety and Medication) is kept up to date.

### **Coach**

- Ensure the tenant maintains the terms of their tenancy agreement.

### **Mediator**

- To work effectively with the Project Manager in reviewing, planning and developing the service.
- 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.
- 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.

### **Teacher**

- Embrace person centred approaches and achieve positive outcomes.
- Ensuring people with learning disabilities understand their rights and responsibilities and are supported to undertake an active role in making decisions about their support.
- Provide support in accordance with agreed plans & Trust policies & values

### **Adventurer**

- To be familiar with and implement the principles of social inclusion, promoting independence and progression.
- Contribute to new ideas & projects to achieve successful implementation
- Ability to step out of comfort zone, to explore & consider innovative approaches to meet the Trust's objectives
- Consider the use of technology in enhancing performance
- Promote the Aldingbourne Trust as an employer and service provider of choice
- Ensure you maintain a programme of continuing professional development.

### **Networker / Bridgebuilder**

- Promote relationships which enable tenants 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.
- Promote relationships which enable each tenant to integrate in to the local community, providing support where required.
- To effectively participate in staff meetings, training courses and seminars, including service reviews, meeting Skills for Care specifications and updating knowledge, skills and competence.

### **Risk Taker**

- Risk taking in this context is about trying new approaches, not about risking the project, its tenants, staff or volunteers.
- Recognise and implement safeguarding procedures to protect tenants, which includes whistleblowing when appropriate.
- Taking personal responsibility for your personal health and safety, and that of your tenants by implementing health and safety procedures, including pro-actively reporting issues and potential hazards.

### **Additional Duties and requirements:**

- You will be required to complete any other reasonable duties commensurate with the post.
- 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: Support Worker, Outreach Service

### Essential:

- The ability to communicate clearly.
- Listening skills.
- Administrative/organisational skills.
- Team player.
- Able to use own initiative.
- Driver and access to car - It is essential for the Outreach service to be able to take clients in their cars if required
- Minimum Age 18.

### Desirable:

- Experience of supporting people who have a learning disability.

### Last Updated:

December 2019

## Terms and Conditions: Support Worker

- The contractual hours for this post are zero hours per week.
- Salary - £8.78 - £9.11 per hour (Starting hourly rate dependent on your skills and experience). ATS point scale 104-107.
- Sick leave: 2 weeks per annum, after 1 month service. This is pro rata for part time staff, and based on the average over the last 12 weeks service for zero hour staff.
- Pension: The Aldingbourne Trust offers a contributory pension scheme.
- Emergency Family/Carers leave: up to 6 days per annum (pro rata for part time staff).
- Counselling Service
- Bicycle voucher Scheme