

## JOB DESCRIPTION

### JOB IDENTIFICATION

<b>Job Title:</b>	<b>Core Flexible Support Worker</b>	
<b>Responsible To:</b>	<b>Service Development Manager, Hub Coordinators, Senior Residential Support Worker</b>	
<b>Department:</b>	<b>The Hub</b>	
<b>Salary Range:</b>	<b>£14,250 - £16,285</b>	

### JOB ROLE

To be responsible for the provision of care and support for children, young people and young adults with learning disabilities, complex needs and challenging behaviours. This post will primarily be based within the home but there is an expectation that support for other services situated within The Hub would be included in the remit of this role as appropriate and in line with the ethos of the service.

This role will require the post holder to work unsociable hours, including early mornings, evenings, bank holidays and weekend working.

The Core Flexible Support Worker will be led by the Senior Residential Support Worker and Hub Co-ordinators to ensure a high quality of care within the setting and support the management team to maintain a safe and enabling environment that provides positive experiences to their service users.

This role will require the post holder to undertake formal training and induction within the Hub. Applicants must hold, or be willing to achieve, QCF level 3 Health and Social care or equivalent within one year.

#### **Key areas include**

Residential support work  
Homecare / Community based work  
Activity work

### KEY DUTIES

No	Description of Duties	Job Competence Reference
1	To provide a safe, consistent care for each service user in a non-institutional environment, to enable them to achieve their individual goals and strive towards building self-confidence and independence.	
2	To be a positive role model for the service user and encourage them to develop.	

3	To ensure the respect and dignity of all service users is maintained at all times and that invasive and personal care is delivered with sensitivity.	
4	To be aware of service user's rights and to work in an anti-discriminatory and anti-oppressive manner.	
5	To ensure that service users facing particular crisis and stresses are offered appropriate support and to support colleagues during times of stress and in complex situations.	
6	To actively participate and contribute to the achievement of "outstanding" in line with Ofsted's frameworks	
7	To actively participate in supporting all services within The Hub, in line with it's ethos and Operational Strategy.	
8	To meet and evaluate prospective child placement referrals when they are made, meeting with LA's, parents and service users so that suitability may be ascertained.	
9	To develop and engage positive relationships with Local Authorities and other agencies to promote the Companies services with a view to maintaining occupancy levels.	
10	In the absence of the Senior Residential Support Workers to undertake shift leading duties where appropriate to ensure adequate supervision and direction is provided for staff so that high standards of care are thoroughly maintained. Ensuring that care plans of all service users are maintained and appropriately reviewed and delivered.	
11	Ensuring that the healthcare needs of the service users are met. To ensure all medical and clinical procedures are carried out safely. (The post holder will be required to undertake any relevant training to ensure that skill levels reflect recent and relevant practices.)	
12	Ensuring the educational needs of the service users are consistently being met through regular attendance and participation in school curriculum activities.	
13	Work to empower service users to enable them to self-managing wherever possible within the realms of their disability, for example, teaching life skills such as personal care, food preparation and general domestic duties.	
14	To prepare, plan and implement leisure activities in advance within agreed budgets. To be responsible for submitting requests and managing monies in line with the company policies and procedures. This will include organising, accompanying and supporting service users to access off site holidays.	
15	To implement reward systems, monitoring and evaluating safe positive behaviour management strategies and to ensure all relevant paperwork is completed with accuracy and that it is completed in a timely manner.	
16	To maintain a log of all accidents, incidents of physical intervention and sanctions applied to the service users and to challenge suspected inappropriate practice according to policies and procedures.	
17	To ensure that the identity of all visitors to the home are verified prior to allowing entry whilst ensuring that they receive a warm welcome and assistance.	
18	To assist the Management team in conducting a bi-annual quality assurance audits on the home and its systems and assisting in conducting regular customer satisfaction surveys.	

19	To participate in case reviews where necessary and to provide support and assistance when difficulties arise. To provide a written overview report to inform the local authority of any changes within the service users care plan.	
20	To undertake monthly care file audits, ensuring that regular statutory reviews take place at timely intervals and to take responsibility for re-scheduling any cancelled reviews.	
21	To undertake Key worker/co-key worker roles in consultation with the Management team for all service users.	
22	To attend team meetings, supervision, performance reviews and appraisals in line with NMS and company policy and procedures. Also to undertake the company Induction program including CWDC and all mandatory training as detailed annually.	
23	To carry out any other duties commensurate within the scope, job purpose and ethos of the Hub.	

- To be customer focused (internally and externally) in accordance with adopted procedures and good practice.
- To assist in / manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Company's Equality & Diversity Policy, Code of Conduct, Staff Handbook and other relevant policies, procedures and legislation.
- To comply with and / or ensure compliance with the Company Data Protection Policies and the Data Act and other relevant legislation.
- To comply with Company's safety policy and other safety procedures and guidelines which are deemed to be part of the job description. Employees must look after their own Health & Safety and welfare and be mindful of other persons who may be affected by their acts. Employers must co-operate and comply with Management instructions regarding Health & Safety issues and report all accidents, incidents and problems as soon as practicable to their Supervisor, Manager or other senior members of staff available.
- The responsibilities above cannot totally encompass or define all tasks which may be required of the post-holder. The outline responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.
- The Company works in a dynamic environment and inevitably the details of any job will change with time. In consultation with the post holder, the job description will be revised and re-issued as necessary. The appraisal process in place in the Company will be a mechanism for instigating discussions and subsequent amendments to this document.
- The post holder will undertake such other duties as may reasonably be required commensurate with this grade, at the initial agreed place of work or at other locations in the Company catchment areas.

- To ensure at all times that information about individuals is treated with respect and confidentiality, when receiving, delivering, storing and retrieving information.
- To participate in regular supervision as required, including training and appraisals as required.
- To work in a manner which is consistent with the expectations as set out in the Key Performance Competency Framework

## PERSON SPECIFICATION

**Job Title: Core Residential Support Worker**

Candidates will be assessed for shortlist and interviewed against the following criteria.

Short listing criteria		Essential	Desirable	How tested?
<b>1. Qualifications</b>				
1.1	5 GCSE's at Grade C or above	√		A
1.2	QCF Level 3 or equivalent Caring for Children and Young People/Adults, Health and Social Care.		√	A
<b>2. Experience</b>				
2.1	Demonstrate experience of working with children and young people or adults who have Learning Disabilities/Complex Needs/Challenging Behaviours.	√		A/I
2.2	Demonstrate understanding and the significance of safeguarding.	√		A/I/T
2.3	Demonstrate working knowledge of theory and good practice in recording and reporting.		√	A/I/T
2.4	Prove awareness of the impact of disabling barriers for the child and the family.		√	A/I
2.4	Show understanding and promote the principles of Inclusion.		√	A/I
<b>3. Skills/Abilities</b>				
3.1	Excellent communication skills, meeting the needs of the young people and outside agencies.	√		A/I
3.2	Ability to use Microsoft Office Software.	√		A/I
3.3	Ability to follow a care plan and behaviour strategy.	√		A/I
3.4	Proven ability to use own initiative whilst working within the limits of the role.	√		A/I
3.5	Demonstrate a commitment to personal development. Regular attendance of Supervision and training courses to ensure current and relevant knowledge.	√		A/I

3.6	Experience of sharing information appropriately with other professionals.	√		A/I
3.7	Proven experience of working independently, to organise and effectively plan own work load and appropriate activities.	√		A/I

#### 4. Qualities

4.1	Demonstrate Reliability, Integrity and Honesty.	√		A/I
4.2	Demonstrate good interpersonal skills and ability to empathise with the people using the service.	√		A/I
4.3	To develop and maintain appropriate professional relationships with colleagues, service users and other outside agencies.	√		A/I

#### 5. Other requirements

5.1	Hold a full driving licence	√		A/I
5.2	Enhanced DBS disclosure, Statement of Good Conduct and all relevant checks and references are required	√		A/I
5.3	Must be able to work flexible unsociable hours, including bank holidays, regular weekends and evenings.	√		A/I
5.4	Willingness to work a shift-pattern.	√		A/I
5.5	Willingness to travel e.g. Training, Meetings etc.	√		A/I
5.6	Willingness to work at a variety of locations within the company or community.	√		A/I
5.7	To be available to sleep in when required.	√		A/I

#### 6. Upholds Company Values

6.1	<b>Care</b> – Passionate and compassionate about people and providing best quality of care. Acts with positive intent having regard for impact of decisions and actions on individuals. Can distinguish between the individual and their behaviour and manages situations accordingly	X		A/I
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6.2	<b>Trust</b> – Can be relied upon to make sound decisions for their service and team. Shows confidence in others to deliver positive outcomes/results to the best of their ability	X		A/I
6.3	<b>Respect</b> – Value others ideas and contribution, treating people as individuals and values diversity and equality	X		A/I
6.4	<b>Progress</b> – Strives to continue improvement in all areas and responds positively to change	X		A/I

Key for Assessment Method: A: Application form I: Interview T: Test