We are currently seeking to recruit a Support Worker to join our amazing team.

We are looking for a warm, caring & supportive team member who can deliver person-centred care & support our tenants to live a full & happy life.

Trust 121’s purpose is to support disabled and disadvantaged people towards independence, through choice and inclusion.

We support five tenants with learning disabilities to live independently within the community. Our role is to assist each tenant with daily living tasks such as; cooking, cleaning, personal care, attending day services/health appointments, personal shopping & activities. Our working hours consist of a mix of days/evenings/weekends/bank holidays & sleep-in shifts.

We provide a professional and supportive environment which enables the tenants to achieve their aspirations and goals through empowerment and putting the tenant at the centre of all we do.

**Trust 121’s Commitments**

We work together to increase Independence and Quality of Life.

We drive Innovation and Best Practice.

We equip Employees to Exceed Expectations.

We Listen and Respond.

We commit to achieve the Best Results and Maximise Potential.

We Value and Respect each other.

**What Is Expected Of You**

**Promote equality, diversity and rights**

1. Enable individuals to maintain family and community links that are important to them.
2. Promote positive relationships.
3. Encourage individuals to make informed choices.
4. Respect the range of cultural, social, and economic diversity within the community.

**Promote effective communication and relationships**

1. Encourage individual’s participation in community activities.
2. Maintain good working relationships with professionals and others.
3. Attend meetings and ensure all documentation is accurate and current.
4. Assist in the supervision of volunteers, colleagues, and mentor newer colleagues, providing support, advice and knowledge of the Trust’s practices, policies and procedures.
5. Report any changes to tenant’s needs and desires and assist in the reviewing and person-centered planning for each individual as required.

**Promote, monitor and maintain health, safety and security in the workplace**

1. Meet Health & Safety requirements of the organisation and of relevant legislation.
2. Assist in the risk assessment of activities, equipment, and the environment in which they are to be carried out.
3. Be proactive in taking action to report and rectify faults.
4. Be responsible for own actions when working alone, complying with organisational policies and procedures, to maintain the highest possible standards and ensure the well being of each individual you support.
5. Ensure Health & Safety documentation is completed e.g. accident and incident forms.
6. Report all incidents in line with multi-agency abuse criteria and Commission for Social Care Inspectorate requirements.

**Contribute to the protection of individuals from abuse**

1. Ensure that all Trust 121 policy and procedures are fully implemented and understood and that any multi-agency requirements are met, including those of any regulatory body.

**Promote communication with individuals where there are communication differences**

1. Identify communication barriers with tenants and work within the standards developed for each individual as part of their communication plan.
2. Develop good relationships with tenants, building trust and knowledge and share experiences with colleagues to allow for continued improvement in communication.

**Receive, transmit, store and retrieve information**

1. Ensure confidentiality is maintained in all aspects of work within the Trust.
2. Assist in the maintenance of information recording systems, and ensure that details are current and up-to-date.
3. Comply with the Data Protection Act and all Trust policies relating to it.

**Enable**

1. Enable and assist tenants as identified within individual person centred plans, support/care plans, and any other documents that have been developed to enhance the independence, wellbeing, and desires of the individual tenant.
2. Ensure that the tenant is at the centre of everything that we do - “nothing about us without us”
3. Strive to enable and support each tenant whilst being positive about risk taking.
4. Always be empathetic in your approach, respect, and value each tenant.
5. Take the time to encourage the tenant in all aspects of their lives.
6. Look for positive outcomes no matter how small they may be.

**Contribute to quality**

1. Provide the highest possible standards with regard to everything that you do, and provide for our tenant- regardless of their severity of disability or any other barriers or challenges put in their way.
2. Provide and enable the tenant to have full access to information regardless of communication barriers.
3. Work within the framework of internal and external quality evaluation and systematically work through all quality improvement plans and assist in any benchmarking exercises.

**Contribute to the effectiveness of work teams**

1. Contribute to good team working by valuing all colleagues and listening and respecting each other.
2. Support flexible working as much as possible.
3. Work within the confines of the working time directive.

**What We Provide**

1. Enhanced DBS
2. Fully funded training & Development
3. Private Pension Scheme

**Personal Specification**

**Job Title:** Support Worker

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|  | **No.** | **ESSENTIAL** | **No.** | **DESIRABLE** |
| **KNOWLEDGE** | **1** | An understanding of the service needs and rights of people with disabilities. | **1** | A knowledge of appropriate lifting and handling techniques and first aid. |
| **2** | An understanding of health and safety issues in the work place. | **2** | A knowledge of community services and activities /facilities that benefit people who have disabilities. |
| **3** | A knowledge of equal opportunities/diversity | **3** | A knowledge of personal care needs of people who have disabilities. |
| **SKILLS** | **4** | Ability to promote independence and encourage individuals to live life as independently as possible. | **4** | Able to identify service deficiency and seek to actively improve the service quality and outcome. |
| **5** | Able to communicate ideas and information in a comprehensive manner, both in writing and verbally. | **5** | Able to work towards industry standards and regulations |
| **6** | Willingness to learn and improve own skill base. | **6** | Able to look at tenants’ needs to assist in planning |
| **7** | Able to work on own initiative in order to meet tenants needs |  |  |
| **8** | Ability to enable and motivate tenants to take part in their local community |  |  |
| **EXPERIENCE** | **9** | Be confident in working alone as well as part of a team | **7** | Supporting individuals with disabilities in their own homes / tenancies. |
| **CIRCUMSTANCES** | **10** | Able to work additional hours when necessary |  |  |
| **11** | To be a driver with access to personal transport and be covered by business insurance |  |  |
| **12** | Able to work flexibly and undertake shifts and unsociable hours as required. |  |  |
| **13** | Willingness to provide personal care as required for client base. |  |  |
| **QUALIFICATIONS** | **14** | Level 2 Diploma in Health and Social Care |  | Level 3 Diploma in Health abs Social Care |