



sevacare  
group

residential  
respite (short breaks)  
supported living  
education  
work experience  
accessible transport

## Job Description & Person Specification

<b>Title:</b>	Support Worker-R&R and Day Service/Vocational
<b>Reports to:</b>	Service Manager/Deputy/Team Leader
<b>Location:</b>	Harrow/Wembley/Northolt
<b>Hours:</b>	Zero Hours Contract
<b>Pay:</b>	£9.50ph

## Job Purpose

### As a Support Worker you will provide and deliver:

Client focused services that support and enable people to achieve, experience and try opportunities that have clear outcomes and enable people to work towards and achieve their own personal goals.

You will give due regard to a client's absolute right to be in control of and involved in all aspects of their care and support and ensure their privacy, dignity and respect. This will involve working with the client and their support networks and collaborating in multiagency meetings.

## Key Responsibilities

### Role Specific Objectives - Client Focus

- Deliver a high level of care and support in line with clients expressed wants and wishes and in relation to their personal care and health and medical needs. This could include the safe handling, dispensing, administration and recording of medication on their behalf where appropriate and required.
- Deliver and assist in the design of outcome-based activities and services that meet high standards of support and safety
- Provide a range of options available that meets the person-centred needs of each client.
- Support clients to work towards agreed personal outcomes and goals.
- Establish clients' strengths, hobbies, knowledge, skills and experiences and ensure that these form the planning, preparation and evaluation of clients activities.
- Support Clients to play an active role within and be part of their local communities.
- Enable clients to be independent and maintain a healthy lifestyle
- Support clients to take risks and be safe in line with their personal risk assessments.
- Ensure clients receive support to take part in services which may include evenings and weekends.

### Role Specific Objectives - Working Relationships

- Support and enable clients to review their personal goals and outcomes, services and support in a timely manner and contribute to this process by writing effective and timely records.
- Communicate effectively and professionally with clients, their families and support networks, health and social care professionals at all times.
- Support and maintain regular suitable contact with client's parents, other carers where applicable and support networks to promote positive involvement and within Data Protection guidelines
- Work in collaboration with all staff to share and promote good practice and continuous improvement.

### **Role specific Objectives - Safeguarding**

- To attend and undertake appropriate Safeguarding Training
- To be responsible and accountable for the prevention of harm and abuse, through the delivery of high quality activities and support.
- To respond appropriately to and report allegations of harm and abuse in a timely manner, in line with Seva Care's Safeguarding Policy and Procedures.

### **Role specific Objectives - Information Governance, Reporting and Recording**

- To ensure and implement appropriate handling and storing of personal and corporate information in accordance with the Seva Care Group Information Governance Policy and procedures, and in line with General Data Protection Regulations.
- To write, record and provide appropriate client records and information relating to their care and support, personal outcomes and achievements.
- To report to in the first instance to your Service Manager any areas of concern, as detailed in the Safeguarding process and in a professional manner.

### **Other Objectives**

- Continually maintain professional and personal boundaries with all clients, their parents & carers, colleagues and other professionals.
- Comply, observe and promote the company's Code of Conduct.
- Comply with the company's policies and procedures at all times.
- Take all reasonable precautions to maintain the health and safety of yourself and others, ensuring that any risks in relation to this are reported and remedial action taken following Health and Safety procedures..
- Take responsibility for continuous professional development and maintaining an adequate level of knowledge and skills relating to the role.
- Undertake any other duties that may be required of this role and as requested by your manager (s).
- Actively support and promote Seva Care Groups business objectives and core values.

**Person Specifications, Qualification, Experience, Skills, Knowledge**

Attributes	Essential	Desirable
<b>Qualification and Training</b>	<ul style="list-style-type: none"> <li>GCSE/O' Level English &amp; Math's</li> </ul>	<ul style="list-style-type: none"> <li>Care Certificate/QCF/NVQ 2 in Health &amp; Social Care.</li> </ul>
<b>Skills, Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Excellent Communication both verbal and written</li> <li>Good organisational skills</li> <li>Good IT skills</li> <li>Ability to apply learning into practice</li> <li>Ability to work independently and as part of a team</li> <li>Good Time keeping</li> <li>Willingness and ability to carry out personal care needs</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing person centered care to people with Social Care needs</li> <li>Proven experience of working with diverse communities and understanding of and commitment to equal opportunities and anti-discriminatory practices</li> <li>Previous experience of working within the care sector</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Commitment and passion to deliver high quality outcome-based services to clients is essential</li> <li>Willingness to undertake all related training and apply learning to practice is essential</li> <li>Ability to handle difficult situations and conversations whilst maintaining professional and client centered standards is essential</li> <li>Ability to work independently to be able to use initiative and be innovative.</li> <li>Demonstrable evidence of problem solving and completion of tasks is essential</li> <li>To be competent in following instructions both verbally and written</li> <li>To have a positive attitude with a proactive approach</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with multi-agencies and professional networking is desirable</li> </ul>
<b>Other</b>		<ul style="list-style-type: none"> <li>Day Service Only-The willingness to undertake the required Driver's Minibus Assessment to gain a Business License for driving center vehicles, if you already have a driving license</li> </ul>

***This Job Description is neither exhaustive or exclusive and may be subject to change in light of company requirements and the development of services.***

Please sign to confirm that you have read and accept the requirements laid out in this Job Description

Print Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Date: \_\_\_\_\_