

Support Worker Job Description & Person Specification

Rate of pay: £12.95 - £13.27 per hour (under 18's £10.35 per hour) **A/L entitlement:** 20 days plus bank holidays (part time pro rata) **Responsible to:** Registered Manager

Mission Statement

Orchard Trust supports the involvement, independence and development of people with learning disabilities.

Our Values	Definition	In action
Kindness	We treat others and ourselves with gentleness, warmth and care, focusing on the little things that really matter	This can be as simple as a kind word, opening a door or making a cup of tea for a busy colleague, sending an email thanking someone or sending family a photo showing how happy a client is with their day or achievement. We build trust by giving gentle and truthful feedback promoting growth and flexible thinking.
Respect	We look after ourselves, each other, our places and the environment	Through listening to each other and paying attention when someone has something they want to say we support the development of self-respect and feelings of worth and appreciation. We encourage each other to learn and develop.
Individuality	We recognise one another for the people we are, understanding and accepting preferences and beliefs to ensure a personalised care and support.	The individual, each as a separate star, is the centre of all we do. Interaction, in its many forms, allows understanding of ideas and wishes providing dignified care and supporting the individual allowing them to choose what is important to them. This may be a favourite cup, preferred seat at the table or the trip of a lifetime in a helicopter.
Working together	We believe the best results are gained through working as a team, valuing suggestions and encouraging new ideas as we strive to continuously improve the care we provide.	Knowledge, skill and understanding develop over time and through the sharing of experience. Seeking best practice and innovation we work closely with others to achieve the best result. We value the contribution of clients, families, staff, volunteers and our partners to support us to be the best we can.

Job Description

<p>PERSON CENTRED</p> <ul style="list-style-type: none"> ● To demonstrate respect and dignity to those you support ● To always act in the best interest of the people you are supporting ● To assist in creating an environment that is supportive and positive ● To work with a person-centred approach ● To enable and empower people to develop new skills and independence ● To provide personal and physical care, if required, in line with care plans and risk assessments ● To communicate effectively and appropriately ● To support people in establishing new friendships and maintaining existing ones ● To recognise people's talents and promote individuality ● To actively encourage participation in leisure, education and community life, helping people access services that promote their well-being and support people on holidays away from home. ● To assist in overcoming barriers so as they may experience new opportunities ● To assist in providing a safe and supportive environment ● To protect, identify and safeguard from abuse all vulnerable people and undertake the correct procedures for reporting a safeguarding concern 	<p>TECHNICAL</p> <ul style="list-style-type: none"> ● To administer medication in line with Orchard Trust policy and individual care plans ● To actively participate in reviews and other relevant meetings ● To adhere to Orchard Trust's Policies and Procedures, CQC Essential Standards of Quality and Safety and the GSCC Code of Conduct ● To keep up to date and accurate records, performing audits and reviews as required ● To keep accurate financial records when dealing with client's finances and petty cash
<p>PERFORMANCE MANAGEMENT</p> <ul style="list-style-type: none"> ● To undertake any training deemed necessary ● To fully prepare for appraisal meetings 	<p>PERSONAL LEADERSHIP</p> <ul style="list-style-type: none"> ● To be an efficient, collaborative and effective team member ● To communicate effectively and appropriately ● To feedback observations and ideas and share your learning ● To identify problems and opportunities ● To be proactive ● To seek continuous improvement ● To encourage trust through own actions

PROFESSIONAL CONDUCT

- To maintain and establish good relationships with professionals, colleagues and anyone you come into contact with through your role
- To always behave in a professional manner
- To display a personal appearance that is clean, appropriate and tidy and dress accordingly
- To maintain confidentiality
- To assist with fund-raising activities across Orchard Trust
- To uphold and demonstrate the values of Orchard Trust and apply these to all internal and external interactions.
- To act as an ambassador for the Orchard Trust
- To express views in a constructive way
- To collaborate to seek the best outcome for the Trust, supporting other teams where appropriate
- To deliver on commitments in a timely way

Reviewed 04.17/Oct 2018/2020/Sept 2023

Person Specification – Support Worker

Team Working

Communication and interpersonal skills

Literacy and Numeracy

IT

Planning

Experience

What we are looking for	What this might look like
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<ul style="list-style-type: none"> ● Works collaboratively and effectively within a team ● Is flexible, reliable and adaptable ● Is actively involved in promoting high standards ● Has a 'can do' positive attitude ● Able to work on own initiative ● Problem solver and prepared to go the extra mile ● Complies with all aspects of statutory and Orchard Trust regulations 	<p>You will actively supervise and support staff</p> <p>You are self-motivated and work without much supervision</p> <p>Work collaboratively with other team members with dignity</p> <p>Help generate sales</p>
<ul style="list-style-type: none"> ● Communicates and listens effectively at all levels ● Maintains confidentiality ● Has a sense of humour ● Behaves in a professional manner and acts as an ambassador when representing the Orchard Trust <ul style="list-style-type: none"> ● Able to read, comprehend and write neatly, legibly and accurately. ● Can spell well ● Is able to undertake simple mathematical calculations ● Has the ability to write factual information rather than opinion in a succinct way ● Be able to use a computer effectively or be prepared to undertake the necessary training and have a working knowledge of Microsoft Word. ● Excellent time management ● Good organisational skills ● Able to work within agreed timescales 	<p>Speaks clearly and listens to others</p> <p>Shares information with others</p> <p>You will ensure that your actions do not lead to inadvertent disclosure of confidential information</p> <p>Ensures all sales are recorded</p> <p><u>Promotes the Trust</u></p> <p>Up to date records maintained</p> <p>Completed, such as charts, reports for sales</p> <p>Need to add, subtract, multiply and divide</p> <p>undertaking Client care</p> <p>records completed</p> <p><u>measurable, accurate</u></p> <p>Produce a menu</p> <p>Begin your shifts</p> <p>Complete set tasks</p>
<ul style="list-style-type: none"> ● Advantageous if experience of working alongside people with learning difficulties or in the Health and Social Care Sector 	<p>More importantly, you will need to have a good attitude of kindness, respect and individuality</p>

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Training and Development

<p>Social Care Sector, however, full training will be given</p>	
<ul style="list-style-type: none"> ● Responds to constructive feedback in a positive way ● Uses reflective practice to improve performance ● Undertakes all training deemed necessary ● To undertake the Care Certificate (a mandatory requirement). This must be completed within 12 weeks of commencement ● Three years driving experience and full driving licence and if eligible a willingness to drive a Trust vehicle and undertake a driving assessment ● To have Class 1 Business insurance on private 	<p>Reflect on your work and if it wasn't so good, plan for next time.</p> <p>Show the motivation to improve</p> <p>2 Health and Social Care</p> <p>months of commencement</p> <p>Use feedback from performance Act</p> <p>process</p> <p>Takes responsibility</p>

vehicle	
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Initiative • Identify problems and opportunities • Be proactive
Look for new opportunities and be willing to initiate new ideas



As users of the Disability Confident Scheme, we guarantee to interview all disabled

applicants who meet the minimum criteria for all advertised vacancies.



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