

Job Description	
Job Title	Support Worker
Location	
Pay Grade	5
Department	
Reports to	Support Manager/Deputy Support Manager
Main Purpose of Job	The main purpose of this role is to provide support to people with a learning disability. This role enables the people we support to have choices in the way that they live, work, and develop skills.
Direct Reports	Not Applicable
Key Responsibilities and Deliverables	• Support people to live the life that they choose ensuring that they have choice and control around the planning and delivery of their support. • Support people day to day offering the support stated within their support plan to help them achieve their chosen lifestyle and goals. • Get to know and understand what makes each person unique their needs, likes, dislikes, passions, and personalities to offer truly personalised support. • Support people to maintain a safe, clean environment within the home for example, preparing meals, housework tasks, laundry, and reporting repairs. • Support people with personal care if required in line with their support plan. • Support with health needs for example accessing health care professionals and administration of medication etc when required. • Support people to manage their money in line with your company's policy and procedures. • Working in a person-centred way and supporting the rights of the people we support.
Other Responsibilities	• Ensure you and your team encourage people to increase their choice and control within their lives and support them through a person-centred approach which maximises community inclusion and participation. • Supporting people to maximise opportunities through education or employment if they wish.

	• Ensuring that records are completed and maintained in accordance with your company's policies and procedures. • Always maintain confidentiality in accordance with your company's policies and procedures. • Adhere to your company's policies, procedures, and guidelines always. • Keep up to date with relevant skills, learning theory and practice while continuing to develop professional within own role. • Perform other tasks as reasonably requested by your manager.
Working Relationships	• Work together with the people you support, their families and other professionals to design support which meets their individual needs and wishes. • Assist in ensuring effective communication within your company. • Being a professional role model to others.

Person Specification		
Criteria	Essential	Desirable
Qualifications/Attainments	• Basic IT Skills • Basic English and Maths Skills	• Social Care Qualification
Skills/knowledge	• Good Communication Skills • Friendly, patient and kind • Ability to build and maintain relationships • Uses own initiative • Works in a person centred way	• Basic understanding of the health and social care sector • Ability to communicate using a range of methods
Experience	• Ability to work as a team as well as independently • An awareness of basic health and safety	• Previous experience in a similar role

Personal circumstances	• Able to work flexibly • Self-motivated • Willingness to learn	• Car Driver
Interests	• An interest in the hobbies and leisure activities of others	

Competencies

Decision Making/problem solving	▪ Gathers data and others' input when making decisions. ▪ Considers lessons learned from experience, differing needs, and the impact of decision on others. ▪ Finds solutions that are acceptable to diverse groups with conflicting interests and needs. ▪ Weighs up the pros and cons of each option before deciding and moving forward. ▪ Refers decisions beyond personal authority levels, seeking out second opinions where necessary. ▪ Explains reasons for decisions to those affected. ▪ Reviews the quality of personal decisions and modifies the decision-making process. ▪ Base decisions on current internal and external procedures and regulations.
Staff Development Skills	▪ Displays a high level of personal drive and commitment to goals and objectives. ▪ Is receptive and positive towards new ideas and challenges. ▪ Is self-critical, and consistently seeks out and acts upon feedback. ▪ Develops key skills through involvement in appropriate development opportunities.

	▪ Responds positively to change; embracing and using new practices or values to accomplish goals and solve problems. ▪ Recovers quickly from setbacks and finds alternative ways to reach goals or targets.
Organisational Skills	▪ Works collaboratively with other teams to achieve organisational goals and objectives. ▪ Seeks ongoing support and guidance from line management, mentor, peers on all aspects of learning, development and 'best practice'. ▪ Understands the requirements for information, collection, storage and handling, particularly within the context of the Data Protection. ▪ Applies the legislation and regulations associated with people's support in working practice. ▪ Application of basic information technology systems or willing to develop these skills.
Leadership Skills	▪ Demonstrates a high level of personal integrity, tolerance, and mutual respect for all external and internal colleagues within the work environment. ▪ Consistently exhibits behaviour that builds credibility and commands the confidence of others. ▪ Accepts accountability for success and failure in personal performance. ▪ Adapts personal style to suit the situation and needs of others. ▪ Generates confidence in others through their actions, knowledge, experience and integrity.
Communication Skills	▪ Able to listen and communicate effectively with individuals at all levels. ▪ Able to present information clearly and in a manner that

	allows people to understand and make informed choices. ▪ Uses body language to support a message. ▪ Makes no assumptions about People needs but asks lots of questions to clarify them. ▪ Responds to an individual's requests promptly, keeping them up to date and well informed. ▪ Builds a climate of trust, honesty, and openness with others. ▪ Contributes to the development of all support plans in a person-centred way. ▪ Can identify similarities between a current and a past situation. ▪ Understands and escalates issues that may result in risk to the organisation.
Interpersonal Skills	▪ Always puts the individuals at the forefront of any work undertaken, treating them with dignity and respect, ensuring support is delivered with full consideration of equality and diversity issues. ▪ Displays empathy and employs tact and diplomacy when dealing with sensitive issues. ▪ Knows when and how to politely decline an inappropriate request. ▪ Responds positively to requests for help and support. ▪ Takes pride in delivering high-quality support.
Planning/Monitoring	▪ Takes personal responsibility for the quality and timeliness of work. ▪ Manages time, prioritises work effectively, and remains focused when faced with competing demands. ▪ Diligently attends to details and pursues quality in accomplishing tasks. ▪ Knows how your company works and is structured.
Prime Occupational Skill	▪ Demonstrates knowledge and understanding of personal health

	and safety duties for self and others. ▪ Reports actual or potential problems that may put the health, safety, welfare, and security of others at risk and suggests how these might be addressed. ▪ Adopts and applies the principles of the Mental Capacity Act and your company's Safeguarding policy. ▪ Adopts and applies the principles and practice of Positive Behavioural Support ▪ Demonstrates knowledge of safe systems of work. ▪ Contributes to the development of risk assessments, and a range of people plans. ▪ Co-operates with your company in meeting the requirements of health and safety legislation and the arrangements stated in the health and safety policy. ▪ Supports people to manage their money through the application of company policies and procedures. ▪ Complies with financial policy and procedures. ▪ Understands the importance of achieving 'Best Value'. ▪ Demonstrates awareness of budgets.
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Thera's Vision

- Thera will show that people with a learning disability can be leaders in society.
- Thera will be controlled by people with a learning disability.
- People supported by Thera can say how their Thera company is directed and managed.
- People with a learning disability will design the support they want from Thera.
- Thera will respect the rights and wishes of people at work, at home and in the community.
- People with a learning disability will check the quality of support from their Thera company.
- Thera Group will be led by a charity.

Our company is an equal opportunities employer that promotes diversity within our workforce and welcomes applications from all sections of the community, regardless of sexual orientation, race, age, gender, disability, religion, or belief.

All posts are subject to DBS checks. However, this does not mean that all convictions will exclude you from working for us. We will assess any convictions on an individual basis and the DBS will be paid for by your company.

Please sign below to agree the role requirements of this job description and person specification and return this to the recruitment or human resources team.

**Employee
Signature**

Print
name: _____

Date: _____