

Job Title: Support Worker

Salary: Competitive

Holiday Entitlement: 25 days plus Bank Holidays

Hours of Work: 37.5 hours per week

Reports to: The Service Manager/ Service Coordinator

Role

The support worker will work with the Members and staff to fulfil the mission and values of Enfield Mencap by working in a true person-centred way. This will enable Members to reach their full potential by accessing a wide range of community-based and centre-coordinated activities.

As part of an experienced team, the support worker will support the activities and community integration within the day, Club 18+ and Saturday respite services. Flexible working is required, including day, evening and Saturday shift patterns.

Principal Duties

Working with Members

- Act as a keyworker and advocate for an allocated Member, conducting person-centred planning meetings, attending reviews and ensuring key documents are kept up to date
- Support and enable Members to develop their independence skills e.g. cooking, cleaning, shopping, budgeting and travelling
- Support Members to access community resources which meet their needs, wants and aspirations
- Assist Members to develop their social and interpersonal skills
- Enable Members to voice their preferences and choices
- Assist Members, as appropriate, with their personal care needs
- Store and record Members' medication as appropriate and prompt them to take their medication as directed by their carer/doctor
- Plan, lead and deliver some of the activities that are run within the Centre
- Support the delivery of a wide range of activities
- Recognise and value individual cultural and religious needs and preferences
- Liaise with and attend meetings with a Member's carers, family and advocate as appropriate. Ensure that, with the agreement of the Member, they are informed of achievements, aspirations and difficulties
- Liaise with and attend meetings with other professionals providing services to Members
- To be able to adapt communication to the needs of the members.

Administration

- Keep accurate written records of all relevant information about Members and ensure that the records are up to date
- In the absence of a manager, respond to telephone and personal calls as appropriate and record the details of callers and any action taken in response to their call
- Write reports as part of the keyworker responsibility, including risk assessment, annual reports and personal profiles
- Produce documents and communications as required by the management team.

Equal Opportunities and Conduct

- Work in accordance with Enfield Mencap's equal opportunities policies in all aspects of the work with Members, other staff, outside agencies and members of the public
- Behave at all times in a professional manner and in accordance with Enfield Mencap's policies, procedures and practice guidelines
- Ensure that all matters relating to the role are treated with the appropriate degree of confidentiality and in accordance with the legislation covering the protection of vulnerable adults.

Health and Safety

- Take reasonable care for personal health and safety and that of Members, colleagues and any other person who may be affected by personal acts or omissions at work
- Ensure that Enfield Mencap's health and safety policies and practices are strictly adhered to and, in particular, ensure that a manager is alerted to any health or safety hazard that may arise.

Personal Development

- Participate in regular performance reviews with line management based upon previously agreed objectives and targets
- Participate in regular supervision with line management
- Attend training courses and seminars as agreed with line management
- Take responsibility for any tasks needed within the Centre as requested by the management team.

Other duties

- Attend and contribute to staff and Members' meetings
- Undertake any other duties at a similar level as may be allocated and which will contribute to the smooth running of the Centre
- If in possession of a full, clean driving license and the appropriate categories, drive vehicles, large and small, around the local area if required.

Competencies

Competency	Essential	Desirable
Attributes:	• To support individuals with respect and dignity • To have initiative and show forward thinking • To be flexible to the needs of the service and its Members • To be positive about working for Enfield Mencap.	• To be passionate about advocating for individuals with complex needs.

Skills and Experience:	• Experience of supporting individuals with a learning disability and/ or complex needs • Able to communicate clearly in both an oral and written format • Able to work as part of a team • To be computer literate in using Microsoft Office • Experience of supporting individuals in the community.	• Experience of being a key worker and/ or person-centered planning • Experience of managing risk • Experience of managing challenging behavior • Experience of supporting and/ or leading group activities.
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Qualifications:	To be educated to GCSE level in Mathematics and English (A–C) or equivalent Level 2 qualification.	- A recognised health and social care qualification - A basic food hygiene certificate - Approach Training or equivalent - A First Aid at Work certificate - A full, clean driving license with CPC.
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Note: Job descriptions are subject to reviews on a regular basis in compliance with changing needs, service delivery, legislative compliance etc.