



Job title:	Support worker
Job family:	Direct services
Reports to:	Service manager
Management of:	None

A Support Worker will enable people with a learning disability to lead fulfilling lives based around their individual needs, community participation, respect and community presence. A support worker will work safely and in compliance with our internal and external requirements so that the people we support can trust and feel safe and confident in the support we provide them.

The key roles for support worker are:

- Team player
- Recorder & reporter
- Lifestyle enabler
- Safe practitioner
- Active supporter

Team Player

The support worker takes responsibility for their own performance under the leadership and guidance from their manager and is expected to work effectively with their fellow team members and with other Mencap teams so we can deliver the best service to the people we support

KPI's:

- Positive and enthusiastic about working for Mencap, and demonstrates true commitment to the work they do
- Has an active and positive contribution to the team by providing good ideas and solutions for team action plans to improve the performance of the service
- Makes the effort to be a good colleague by getting on with people at work

- Demonstrates commitment and reliability to their team and service through good attendance and time keeping
- Has accountability for their own performance and self-development and strives to develop so they can evidence how this has moved on against the KPI's

What matters to me standards:

- People who work with me

Ways in which you might show or measure this?

- Things people say about you, colleagues, families etc
- Flexibility, such as doing agreed swaps for the team to ensure the service runs smoothly.
- How you have contributed to the team action plan?
- Observations by your Manager, such as in team meetings
- Evidence of performance improvements
- Continuous Professional Development plan, known as CPD, including training records

Recorder and reporter

An important part of the Support Worker role is recording and reporting into the right people in the right way. Examples might include helping to write support plans, signing, people's plans and medication records or telling your Manager important information etc. All recording and reporting carried out should be to a good standard e.g. person centred, factual, reflects good practice and as appropriate in easy read.

KPI's:

- Raises appropriate/important issues in a timely manner with Line Manager and suggests ways in which they could be addressed
- Ensures the plans we put in place are centred around the people we support and they are involved in this process
- When required to complete paperwork, uses all appropriate forms, tools and resources and completes them carefully and correctly and at the right time
- Communicates about the service and the people who use it with dignity, respect and responsibility
- Prepares, attends and has an active involvement in every Shape Your Future meeting and appraisal

What matters to me standards:

- Getting my support right
- Feeling safe, taking responsibility
- My paperwork

Ways in which you might show or measure this?

- The quality of the paperwork you complete
- Feedback from the people we support
- Evidence of supporting the team and helping my colleagues
- Evidence of contributing to team action plan
- Evidence of putting learning into practice

Lifestyle enabler

The support worker has an important role to play in supporting people to achieve the things that matter to them, working effectively with internal teams and external people, such as families to achieve this. This means helping people to make choices and decisions and exploring and accessing opportunities that help them develop a lifestyle that is meaningful and rewarding.

KPIs:

- Works professionally and effectively with others to ensure we achieve the best outcomes for each person we support and can describe what this means for people
- Supporting individuals in a way that is meaningful to them to develop a lifestyle that is dignified, rewarding and fulfilling
- Makes the effort to provide a good variety of options for the individuals we support and finds the best ways to communicate them

What matters to me standards:

- helping me to make choices
- getting my support right
- helping me to achieve

Ways in which you might show or measure this?

- A bus ticket/photo/memento from a significant event that tells a story and led to a good outcome for someone
- Describe the personal journey where an individual started and where they are now, as a result of your input
- Individual reviews

- Feedback from families
- This will be observed by your Manager

Safe Practitioner

The ability to work safely is essential to the Support Worker role, so that the people we support feel safe and confident and can trust the service they receive. It is also important for the Support Worker to keep themselves safe and others who might be affected by the work they do, such as colleagues. Working safely involves following the law, Mencap policies, procedures and instructions given by Managers and from training received and guidance given by regulatory bodies' e.g. CQC, CSSIW.

KPIs:

- Raises concerns using the appropriate Management channels, particularly in relation to the safeguarding of vulnerable people and asks for advice if needed.
- Works safely and follows all rules, regulations policies and procedures
- Helps people to understand risks that may affect them and supports them to manage these risks
- Reflective and honest about own performance and being clear if this means something can't be delivered that has been agreed

What matters to me standards:

- Feeling safe, taking responsibility
- Helping me to make choices
- Keeping healthy, feeling good
- Managing my support

Ways in which you might show or measure this?

- External reports we receive for example from CQC, CSSIW
- Our internal quality tools such as our CCT
- Examples of how you have reduced or avoided risks by making good judgements
- Examples of supporting service users to understand risks e.g. walking home late at night

Active Supporter

The support worker has a responsibility to provide support to individuals in accordance with their individual support or learning plan. This may mean doing things with people or on their behalf where required, to enable us to deliver the best possible care for the people we support.

KPIs:

- Demonstrates ability and commitment to work within individual support plans to support all people to achieve their goals
- Works responsively with people, using a range of methods to engage with people successfully
- Demonstrates an understanding of their duty of care to people and discussed and understands boundary lines

What matters to me standards:

- Getting my support right
- learning and doing well
- keeping healthy, feeling good
- Feeling safe, taking responsibility

Ways in which you might show or measure this?

- This will be observed by your Manager
- Quality and appropriateness of care and support given to an individual
- Feedback from the people we support

Person specification

This section outlines the things you will need to be able to demonstrate to be a successful Support Worker. We expect that people will work to Mencap's values in everything we do.

- **Being people centered**
- **Empowering, including and respecting all people**
- **Challenging wrong ways of thinking about learning disability**
- **Transforming lives**
- **Being brave and developing new ideas**

Behaviours	Essential/Desirable	Assessed at
1. A kind, thoughtful and honest person	Essential	Application & Interview
2. Supporting people with dignity and respect	Essential	Application & Interview
3. Developing positive relationships	Essential	Application & Interview
4. Takes responsibility for their own development	Essential	Application & Interview
5. Initiative and confidence to make decisions	Essential	Application & Interview
6. Positive about working for Mencap	Essential	Interview
7. Initiative to develop themselves and others and to be reflective	Essential	Interview
8. Confidence to speak up for yourself and for others	Essential	Interview
Skills & Experience	Essential/Desirable	Assessed at
9. Clearly communicates both written and verbally	Essential	Application & Interview
10. Basic IT skills and numerical ability	Essential	Application & Interview
11. Experience of supporting people	Desirable	Application & Interview
Desirable Qualifications	Essential/Desirable	Assessed at
12. Educated to GCSE level in Maths and English or equivalent level 2 qualification	Desirable	Application & Interview
13. Social care qualification or equivalent	Desirable	Application & Interview