

## Specialist Support Worker

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Company: Hays Social Care

Location: Kingston upon Hull

Category: community-and-social-service

### Your new company

Our client offers person-centred, independent living options across the whole care pathway - including outreach support to access the community, various supported living options and supporting those with complex physical, learning or mental health needs and developmental disorders. Every person they support has their own tenancy agreement and their own front door - the emphasis is on delivering support that is grounded in the individual's needs, wishes and aspirations of the person receiving it. The organisation prides themselves on positive risk-taking and working in a person-centred way at all times.

### Your new role

To provide support to individuals in order to enable them to achieve as much independence and autonomy as possible and participate in a wide range of experiences of their choosing. All employees in this role are required to be vigilant and proactive in reporting any safeguarding concerns they may have about vulnerable individuals in their care. This includes reporting concerns about abuse, neglect, and exploitation, as well as concerns about the general wellbeing of vulnerable individuals. As such, Area Managers, Team Managers, and Support Workers must be fully aware of their responsibility.

### What you'll need to succeed

A minimum of 1 year's experience working as a Support Worker, we will consider experience with various client groups or lived experience that is recent.

## Job Description

### Support and Care

Support individuals to lead a full and active life in line with their wishes and choices, considering their assessed needs. Get to know people as individuals, what is important to them, how they want to be supported and what they want to achieve. Have a flexible and innovative approach to facilitating and supporting the people who use our service in decision-making, promoting choice and involvement at all times.

Provide individuals with emotional support when needed whilst maintaining a person-centred approach with all aspects of individuals' support, adapting to their different individual needs.

Support individuals to participate in their chosen activities and to access other services and facilities within their community.

Support individuals in achieving their outcomes in the way that they choose.

Support individuals to maintain and extend an appropriate circle of support (friends, family etc) in accordance with their wishes.

Support individuals to manage their finances responsibly as required in accordance with safeguarding procedures, support plans and risk assessments in line with the organisation's policies and procedures.

Support individuals to manage their medication responsibly as required in accordance with safeguarding procedures, support plans and risk assessments in line with the organisation's policies and procedures and following any other relevant guidance provided by health professionals. In registered services, NICE guidelines will also apply.

Support individuals to maintain a clean and safe environment appropriate to their needs.

Be respectful to individuals at all times, promoting their dignity, privacy and individuality, ensuring that confidentiality is maintained.

Enable individuals to make their own choices and decisions by providing information to them in a way they can understand, in order to support them to have a voice and be heard.

Sensitively and respectfully support individuals with their personal care/hygiene and healthcare as required.

Raise individuals' awareness of healthy living and enable, encourage and support them to maintain a healthy lifestyle, providing guidance as needed.

Ensure that individuals are supported in line with their individual support and care plans and participate in the development of support plans as required.

Ensure that individuals are supported in line with their individual risk assessments and participate in the development of risk assessments as required.

Ensure that individuals are supported in line with the Mental Capacity Act.

Provide housing related support, including enabling individuals to maintain their tenancy where applicable.

Support people who challenge, using agreed, person-centred methods in line with their individual support plans and risk assessments, and the relevant training provided.

Undertake key-working responsibilities as directed.

### Team Working

Work positively with others who have a role in the life of those we support, both within and outside the organisation.

Provide an informal point of contact for those in the service user's circle of support (e.g. families, social workers)

Contribute to positive team-work, ensuring consistency by following, reviewing and updating agreed support plans.

Attend and participate in individuals' reviews as required.

Attend and participate in regular individual and group supervisions, implementing agreed action plans.

Contribute to a working environment that enables new and existing staff to feel valued and able to seek guidance if needed.

Work positively with colleagues in order to ensure difficulties are resolved as a team (e.g. staffing services)

Ensure communication is positive and professional at all times, whether spoken or written

Present the service in a positive light and be proactive in making suggestions for how to improve the service.

### Planning, Organising and Recording

Ensure relevant records are accurately maintained and completed in a timely manner consistent with organisational policies and procedures.

Accurately report and record any incidents and accidents to the appropriate persons, in line with policy and procedures including the use of inhouse systems.

Maintain accurate finance records for individuals in line with organisational guidelines, policies and procedures.

Accurately report and record any issues related to the care and support of individuals in order to effectively monitor their health and wellbeing, in line with regulatory requirements.

Participate in the assessment, planning, implementation and evaluation of support and care plans in partnership with individuals and others involved in their support.

### Health and Safety

Be familiar with and work within the health and safety policy and procedures, following agreed risk assessments and risk management plans. Be responsible for complying with Health and Safety regulations and have regard for the health, safety and welfare of self and others.

Conduct fire drills and test alarms, smoke detectors and other safety equipment as required.

Ensure Health and Safety folders are accurately completed in a timely manner.

Report any issues, incidents or concerns in respect of Health and Safety to the line manager or local Health and Safety Advisor.

Use PPE (Personal Protective Equipment) provided in line with guidance and training at all times as appropriate.

Use all other equipment in accordance with manufacturer's instructions and organisational guidelines and training.

What you'll get in return

Comprehensive Induction Programme including paid time to attend

Competitive rates of pay

Pension  
Continuous learning and development opportunities, including access to bespoke training

Health cash back scheme

28 days annual leave for full-time employees increases to a maximum of 30 days based on length of service

Additionally, one day annual leave for your birthday!

£500 recommend a friend scheme

Apprenticeships in Health & Social Care, Business Leadership & Management

Opportunities to develop through our Leadership Development Programme

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or call us now.

If this job isn't quite right for you, but you are looking for a new position, please contact us for a confidential discussion on your career.

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