

**DSN**  
**JOB DESCRIPTION**



**Job Title:** Supported Living Support Worker  
**Responsible to:** Executive Supported Living  
**Based at:** SL Services Properties  
**Competency Level:** Operational  
**Workplace Values:** The post holder will be expected to operate in line with our workplace values which are **PRIDE:**  
**PERSONAL:** We always start with the person in developing people-centred services.  
**RESPECT:** We respect people's individual needs, and treat everyone fairly and with respect.  
**INCLUSION:** We promote and celebrate the culture, talents, aspirations and achievements of all D/deaf people.  
**DETERMINATION:** We are committed to delivering a better world for D/deaf people.  
**EXCELLENCE:** We strive to provide high quality innovative services and be a great employer and communicator.

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**Main purpose:** To ensure the delivery of a quality service for all Tenants and other occupants within DSN Supported Living Services.

**Key Elements:** To enable and empower Tenants in a supportive environment within DSN Supported Living Services. To promote their personal, social and everyday skills with the aim for them to strive towards independence.  
To ensure that the support provided is consistent with the quality and standards required by all current legislation.  
To work as an effective and professional member of the Supported Living Team.

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**Specific Tasks and Responsibilities:**

**A. Support and Care Services**

- i) With guidance and support from the Senior Officers, to follow through the agreed tasks as part of all Tenants' Support Plans\* and Risk Assessments.
- ii) Under the direction of the Senior Officers, contribute to ensure that Tenants' assessments are in line with the six-week/six month/12 month placement.
- iii) To work alongside Tenants in the preparation of meals, cleaning, shopping and other household activities. Some Tenants may require assistance with personal care/hygiene.
- iv) To support and guide the Tenants to take responsibility for as many of the tasks as possible for themselves.
- v) To enable Tenants to be part of community life by using local facilities and services in the area.
- vi) To undertake tasks as an identified Keyworker as directed by the Senior Officers.
- vii) To encourage Tenants to increase their involvement in the day-to-day running of their home.
- viii) To encourage Tenants to be as independent as possible.
- ix) To enable Tenants to take responsibility of day-to-day tasks (e.g. making appointments, managing their money).
- x) To empower Tenants in finding appropriate employment opportunities through guidance and support.

- xi) In an emergency, follow the appropriate procedure (e.g. Fire, Flood, Power Cut).
- xii) Where appropriate, identify training needs within Supported Living Services and report to the Senior Officer.

***\* A Support Plan will be any document produced either by the Purchaser of the Service or any programme developed within Supported Living Services.***

## **B. Maintenance**

- i) To be aware of health and safety issues within Supported Living Services.
- ii) To be familiar with the fire drill, fire alarm system, and fire procedures.
- iii) To report to the Senior Officer on duty all health and safety issues within Supported Living Services: personal safety; fire safety; house security; and other related issues.
- iv) To report to the Senior Officer on duty any maintenance and repair needed.

## **C. Administration**

- i) To contribute to the smooth running of Supported Living Services through the use of the agreed administrative procedures.
- ii) To follow incident reporting procedures so that Management is informed at the earliest possible opportunity.
- iii) To report such incidents to the Senior Officer on duty.
- iv) To ensure that all actions and procedures relating to Support Plans are carried out at all times.
- v) To ensure that all daily reports and review reports are carried out.
- vi) To attend review meetings and ensure subsequent Tenants' Support Plans are carried out.
- vii) To follow all other administrative procedures as directed by the Senior Officer on duty.

## **D. Liaison**

- i) With the support of the Senior Officers, liaise appropriately with Tenants' families by following agreed procedures.
- ii) When requested, to represent Supported Living Services at internal and external meetings and events and report back to the appropriate Senior Officer.

## **E. General**

- i) To communicate in British Sign Language or in an appropriate manner with staff and Tenants relevant to their choices and needs.
- ii) To comply with the organisations Policies and Procedures.
- iii) To contribute to the development of the Supported Living Services staff team.
- iv) To carry out any other duty that may be requested by the Senior Officers or Executive – Supported Living/Deaf Community.

**NOTWITHSTANDING** the detail in this job description, in accordance with the Network's flexibility policy, the job holder will from time to time undertake such work as may be determined by the Chief Executive or Executives consistent with the key tasks of the job.

All staff of DSN Supported Living Services will only work to the levels approved by the appropriate Senior Officer. These levels will be introduced during the supervisory process.

## Person Specification

**Job Title:** Supported Living Support Worker

	<b>Criteria</b>	<b>E/D</b>	<b>A</b>	<b>I</b>	<b>T</b>
<b>Qualifications</b> - Vocational - Professional - Academic	British Sign Language Level 1 or above, or ability to demonstrate equivalent knowledge.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Commitment to achieve British Sign Language Level 2 & NVQ Level 2 in Health & Social Care within 2 years of employment.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	BSL Level 2 Qualification &/or NVQ Level 2 in Health & Social Care	D	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Educated to GCSE Standard or equivalent, with grade C or above in English & Maths, or ability to demonstrate equivalent knowledge	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Experience &amp; Knowledge</b>	An understanding of the needs of a wide range of Service Users with challenging behaviour.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Previous experience of working in a care or supported living environment.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Knowledge & understanding of D/deaf issues.	D	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Experience of working with individuals with learning difficulties/challenging behaviour.	D	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Awareness of Vulnerable Adults Protection Issues (also known as Safeguarding) plus Health & Safety processes/procedures.	D	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Skills &amp; Abilities</b>	Ability to work unsupervised at times & as part of a team.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Able to follow set procedures & guidelines; and attend any necessary training courses for the role.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Experience of Activity Planning	D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Flexibility around working hours (with notice) to cover days, nights, evenings & weekends, as part of a rota.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Full clean driving licence, to be supplied on an annual basis with insurance certificate, to comply with DSN's Driving Policy.	D	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Experience of using Microsoft Office packages such as Word, Excel & Outlook.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>Personal Qualities</b>	Honest & Trustworthy	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Positive attitude to colleagues & service users	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Good communication skills – good eye contact & clear lip pattern.	E	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Reliable & Punctual	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>Values &amp; Behaviours</b> Ability to demonstrate, understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their attitudes/behaviours as part of the application process.	Positive attitude with good communication skills – good eye contact and clear lip pattern. Reliable and punctual.	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	- People - Respect - Inclusion - Determination - Excellence	E	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**KEY:**

- E** = Essential Criteria
- D** = Desirable Criteria
- A** = Application Form
- I** = Interview
- T** = Testing (Psychometric and/or Occupational)

All short-listed candidates should meet all of the essential criteria identified as being assessed “A”

<b>Mandatory Training</b>	<b>Date Started</b>	<b>Date Completed</b>
BSL Level 1		
BSL Level 2		
Safeguarding		
Equality & Diversity		
SU Database		
WebXchange		
Deaf Awareness		
Dementia Awareness		
1 <sup>st</sup> Aid		
Fire Marshall		
NVQ H & S Care		
POVA		
MAPA (Restraint)		
Epilepsy Awareness		
Autism Awareness		
Diabetes Awareness		
MCA/DOLs		
Moving and Handling		
Challenging Behaviour		
Infection Control		

Food Hygiene		
Medication Handling		

## Role Competencies

### WORK RELATED

#### Planning and Delivery of Work

Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money.

Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Asks questions to clarify expectations, keeps relevant colleagues informed of progress against activities, prioritises work to meet deadlines &amp; ensures own training is kept up to date to allow safe &amp; effective service delivery.</i>

#### Analysis and use of information

Assesses and interprets information in order to identify issues or problems

Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Follows guidelines to identify issues, attentive to detail, able to gather &amp; summarise data, interprets basic written information, works confidently with data before making decisions.</i>

#### Decision making

Considers the information that is available, identifies options and makes timely decisions

Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Willing &amp; confident to take decisions in the role within policy guidelines, gathers information from appropriate sources to make routine decisions, tailors own work practices, assesses the impact of decisions.</i>

## PEOPLE RELATED

### Working with others

Takes responsibility to build and maintain positive relationships and value the opinion of others

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Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Engages effectively with partners/stakeholders to better understand their requirements and develop appropriate solutions/improvements, proactive in building a rapport with a diverse range of people, knows who their customers are and their requirements, knows the impact of own behaviour on others treating everyone with respect &amp; is open to different views/opinions.</i>

### Communicating with others

Vary the way they communicate ideas and information ensuring their message is understood

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Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Actively listens to people, Speaks/signs clearly and concisely, Considers audience, structure and meaning when producing written communications.</i>

### Influencing

Positively influences others, creating acceptance and support for ideas

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Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Remains constructive when disagreeing or challenging, Gives and receives constructive feedback, Expresses a difference of opinion in a controlled manner &amp; supports team members working on the same or related work objectives.</i>

## ORGANISATIONAL RELATED

### Organisation awareness

Understands how their job contributes and delivers DSN goals in accordance with DSN values

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Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Engages effectively with appropriate colleagues/experts and provides them with routine and/or exceptional information, Can describe DSN core values and development goals, Takes responsibility for completing the job at hand &amp; complies with the rules and regulations of their job.</i>

### Managing change

Supports opportunities for positive change and actively looks for ways to improve what they do

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Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Willing to learn new things, Listens and responds to constructive feedback, Supports colleagues in understanding change, Participates in change initiatives &amp; is open to new ways of working.</i>

### Continual improvement

Continually looks to improve their skills, knowledge and the way they work

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Level	
Operational	<b>Displays a practical understanding of effective behaviours for this competency &amp; demonstrates impact by providing advice &amp; guidance to others.</b> <i>E.g. Manages own development and performance, freely shares knowledge and findings with others, Responds positively to feedback from others, identifies mistakes &amp; takes constructive action to ensure lessons are learned.</i>