**JOB DESCRIPTION**

**Job Title:** Supported Living Support Worker

**Based at:**  Northwich

**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.

**Main purpose:** To ensure the delivery of a quality service for all tenants of DSN’s 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.

**Specific Tasks and Responsibilities:**

## A. Support and Care Services

1. With guidance and support from the senior officers, to follow through the agreed tasks as part of tenants’ support plans and risk assessments.
2. To work alongside tenants in the preparation of meals, cleaning, shopping and other household activities. Some tenants may require assistance with personal care/hygiene.
3. To support and guide the tenants to take responsibility for their own tasks as appropriate (for example making appointments, managing their money).
4. To enable tenants to be part of community life by using local facilities and services in the area.
5. To undertake tasks as an identified keyworker as directed by the senior officers.
6. To encourage tenants to increase their involvement in the day-to-day running of their home.
7. To encourage tenants to be as independent as possible.
8. To empower tenants in finding appropriate employment opportunities through guidance and support.
9. To follow appropriate emergency procedures (e.g. fire, flood, powercut).
10. To identify training needs within Supported Living Services and report to the senior officer.

## B. Maintenance

1. To be aware of health and safety issues within Supported Living Services.
2. To be familiar with the fire drill, fire alarm system, and fire procedures.
3. 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.
4. To report to the senior officer on duty any maintenance and repairs needed.

## C. Administration

1. To contribute to the smooth running of Supported Living Services through the use of the agreed administrative procedures.
2. To follow incident reporting procedures.
3. To ensure that all actions and procedures relating to support plans are carried out at all times.
4. To ensure that all daily reports and review reports are carried out.
5. To attend review meetings and ensure subsequent tenants’ support plans are carried out.
6. To follow all other administrative procedures as directed by the senior officer on duty.

## D. Liaison

1. With the support of the senior officers, to liaise appropriately with tenants’ families by following agreed procedures.
2. When requested, to represent Supported Living Services at internal and external meetings and events.

## E. General

1. To communicate in British Sign Language (BSL) or in an appropriate manner with staff and tenants relevant to their choices and needs.
2. To comply with the organisations policies and procedures.
3. To contribute to the development of the Supported Living Services staff team.
4. To carry out any other duty that may be requested by the senior officers, Team Leader or Executive Supported Living.

**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.

**Person Specification**

**Job Title:** Supported Living Support Worker

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|  | | Criteria | **E/D** | **A** | **I** | | **T** | |
| **Qualifications**  - Vocational  - Professional  - Academic | | British Sign Language Level 1 or above, or ability to demonstrate equivalent knowledge. | D |  |  | |  | |
|  | | Commitment to achieve British Sign Language Level 2 & NVQ Level 2 in Health & Social Care within 2 years of employment. | E |  |  | |  | |
|  | | BSL Level 2 Qualification &/or NVQ Level 2 in Health & Social Care | D |  |  | |  | |
|  | | Educated to GCSE Standard or equivalent, with grade C or above in English & Maths, or ability to demonstrate equivalent knowledge | E |  |  | |  | |
|  | |  | |  | |  | |  |
| **Experience**  **& Knowledge** | | An understanding of the needs of a wide range of service users with challenging behaviour. | E |  |  | |  | |
|  | | Previous experience of working in a care or supported living environment. | D |  |  | |  | |
|  | | Knowledge & understanding of D/deaf issues. | D |  |  | |  | |
|  | | Experience of working with individuals with learning difficulties/challenging behaviour. | D |  |  | |  | |
|  | | Awareness of safeguarding issues and Health & Safety processes/procedures. | D |  |  | |  | |
|  | |  | |  | |  | |  |
| **Skills & Abilities** | | Ability to work unsupervised at times & as part of a team. | E |  |  | |  | |
|  | | Able to follow set procedures & guidelines; and attend any necessary training courses for the role. | E |  |  | |  | |
|  | | Experience of Activity Planning | D |  |  | |  | |
|  | | Flexibility around working hours (with notice) to cover days, nights, evenings & weekends, as part of a rota. | E |  |  | |  | |
|  | | Full clean driving licence, to be supplied on an annual basis with insurance certificate, to comply with DSN’s Driving Policy. | D |  |  | |  | |
|  | | Experience of using Microsoft Office packages such as Word, Excel & Outlook. | E |  |  | |  | |
|  |
| **Personal Qualities** | | Honest & trustworthy | E |  |  | |  | |
|  | | Positive attitude to colleagues & service users | E |  |  | |  | |
|  | | Good communication skills – good eye contact & clear lip pattern. | E |  |  | |  | |
|  | | Reliable & punctual | E |  |  | |  | |

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| **Values & Behaviours**  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 |  |  |  |
| - **P**eople  - **R**espect  - **I**nclusion  **- D**etermination  - **E**xcellence | E |  |  |  |

**KEY:** **E** = Essential Criteria

**D** = Desirable Criteria

**A** = Application Form

**I** = Interview

**T** = Testing (Psychometric and/or Occupational)