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| - supporting people with learning disabilities - |  |

***- JOB DESCRIPTION –***

***DAY SERVICES***

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| **POST:** | **SUPPORT WORKER - TELFIE CENTRAL**  **(SSSC ‘PRACTITIONER’)** |
| **RESPONSIBLE TO:** | **DAY SERVICE MANAGER** |
| **NOTES:** | * **It is an occupational requirement (OR) for support workers employed by Redwoods to be committed Christians with a live church connection.** * **The Redwoods Caring Foundation (TRCF) expects that every member of staff is familiar with and embraces the vision and ethos of the organisation as expressed in the Purpose, Ethos and Values Statement.** * Staff are also required to be aware of the National Care Standards and SSSC Codes of Practice, as these underpin the practice of a Support Worker. * In this document ‘senior staff’ means the Unit Manager, Unit Deputy Manager, Team Leader or Senior Support Worker (according to availability). |

**PURPOSE OF POST**

**To work as an integral part of the Telfie Central team which includes clients and staff - providing a high standard of person centred care, support and training to those who attend the service.**

**To express God’s love to each person with whom they come into contact and to reflect this love in their relationships with other staff (in line with the Purpose, Ethos and Values Statement).**

RESPONSIBILITIES IN COURSE OF THE JOB:

1. Focus on people who use services and their carers

* To preserve the dignity of those who attend Telfie Central at all times whilst treating them with love and respect.
* To demonstrate a clear commitment to people who use the service, and their carers, in delivering a high quality service which meets their needs.
* To actively promote the empowerment of people who use the service, and their carers, and work in partnership with them and others to achieve this.
* To actively promote the well-being of those who attend Telfie Central, with particular regard for their spiritual needs, physical and mental health, personal growth and emotional development.
* To support people in a person-centred way.
* To act as a ‘key-worker’ for designated people and to take a lead role in the assessment, development and implementation of personal plans with the support and supervision of senior staff.

2. Group Activities

* To plan, initiate and develop opportunities and activities which are age- appropriate and meaningful to the individuals within the group; according to an agreed schedule, and as required to meet the needs of the unit.
* To be aware of expressed outcomes which those who attend Telfie Central have identified and seek ways for these to be realised.
* To discuss with senior staff the resources needed for group activities and contribute ideas for how they may be sourced or financed.
* To actively involve people in planning what a group will do, taking into account their ability to understand and communicate their wishes and choices.
* To seek ways to promote inclusion and involvement for each person who attends Telfie Central in all aspects of life within the service, the local community and beyond.
* To ensure that the food provided is nutritious and varied; that any dietary restrictions are taken into account; and that food is prepared with high standards of hygiene and presentation, when involved in meal planning and/or food preparation. To actively support and empower those who use the service to undertake this task if possible.
* To maintain and promote a high standard of cleanliness and hygiene within Telfie Central.

3. Working in partnership- ability to work with others within the organisation and beyond

* To take active steps to build relationships, develop networks and promote partnership working.
* To establish and maintain good relationships with the families, friends and carers of those who attend Telfie Central, working with them in an open, creative and flexible way and acting as an ambassador for TRCF and the staff team.
* To ensure communication diaries are written clearly, in collaboration with the individual concerned where possible; providing useful feedback and commentary to the reader.
* To be committed to developing an attitude that reflects a team approach to the supported person’s care and support.

4. Motivating and leading others- inspiring and guiding individuals and groups

* To give support and oversight to volunteers, sessional and agency staff throughout the shift.
* To acknowledge and promote the capacity for leadership in colleagues, people who use services and their carers.
* To actively support and empower those who use the service to put forward their views and express their wishes in relation to the activities at Telfie Central or the support they receive.
* To be able to identify opportunities, set goals with others and demonstrate positive expectations of success.
* To encourage and motivate others to make best use of their individual and collective abilities.
* To participate in, and occasionally lead, Christian prayer times in a work setting, and respond to questions about Christian faith from personal experience.
* To encourage people we support in their spiritual development in a sensitive and caring way according to individual choices and preferences.

5. Empathy- sensing others’ feelings and perspectives

* To listen attentively without interrupting, making assumptions or stereotyping; giving others time and space to express what they think, feel and want.
* To accurately interpret and respond to the concerns, motives and feelings of others.
* To acknowledge and challenge all forms of discrimination and oppression.

6. Dealing with conflict- being able to identify issues and find solutions

* To recognise and raise issues of concern and to participate in finding solutions.
* To reflect on their own beliefs and practice and identify areas of conflict between these and the role and requirements of the Redwoods purpose, ethos and values; and to gain required support to manage this.
* To treat others with dignity and respect in dealing with conflict.

7. Professional autonomy-exercising judgement and initiative and being accountable

* To make informed judgements based on an evaluation of the evidence and the careful balancing of risks, rights and needs within TRCF’s framework of accountability.
* To be able to use initiative and act on opportunities to improve outcomes for people who use the service and their carers.
* To be observant of any changes in people’s health and well-being and communicate concerns to senior staff.
* To be able to explain and account for their own practice, and welcome feedback from others.
* To provide written reports for people who attend Telfie Central, as required by senior staff.
* To record details of accidents, incidents and/or complaints and report them to senior staff.

8. Lifelong learning- engaging in the continuous learning of self and others

* To identify their ongoing learning needs and to seek a range of formal and informal learning opportunities to meet them.
* To participate in training programmes and other professional and personal development opportunities available through TRCF.
* To take a reflective approach to working and actively engage in the supervision and appraisal process.
* To participate in the provision of learning opportunities to others.
* To contribute to TRCF’s culture, which promotes learning by facilitating the sharing of ideas within and outwith the organisation and with people who use the service, and their carers.
* To participate in the Unit Orientation and Getting Started Induction programmes.

9. Health & Safety (in line with the Redwoods Health & Safety Policy)

- To maintain awareness of their legal Health & Safety requirement to look after their own health & safety and that of their colleagues.

- To maintain awareness of their legal Health & Safety requirement to assist Redwoods in its Health & Safety duties towards staff and towards those it supports; by following Redwoods policies and procedures.

- To be familiar with the Health & Safety Policy, and Adult Support and Protection Policy, and to ensure a safe working environment for clients, staff and visitors.

- To be familiar with Redwoods Medicine Administration Procedure and associated guidelines and paperwork and take part in the safe administration of medicines to the people supported.

- To be familiar with Redwoods First Aid policy and procedures and be willing to administer first aid to colleagues, clients and visitors if required.

- To report damaged/unsafe equipment and ensure its speedy removal from use; and to assess the need for replacement equipment.

- To record details of accidents or incidents and report them to senior staff.

- To proactively report to senior staff any ‘almost accidents’, situations or working practices which could result in harm to people or damage to property.

- To be aware of, and fully conversant with, fire regulations and adhere to all Redwoods fire procedures.

- To participate in the assessment, management and review of risk as outlined in the Risk Assessment Policy.

- To become a Health and Safety representative for a delegated task oversight, as required.

10. Organisational Awareness:

* To be knowledgeable about Redwoods Core Policies and to be aware of other Redwoods policies relating to the wellbeing of clients and staff.
* To ensure that service user’s belongings/valuables/money are handled with care – adhering to Redwoods financial procedures, which are in line with the Adults with Incapacity Act (2000).
* To be aware of and know how to access policies and procedures which relate to the running of the service.
* To undertake specific duties as requested by senior staff.

**SUPERVISION**

* To participate in supervision provided by senior staff during protected time; in line with Redwoods’ Supervision Policy and as agreed in the Supervision Agreement.
* ‘On the job’ supervision and support is available at all times from senior staff and experienced staff team members.

**COMMUNICATION**

* Engaging in appropriate communication with clients and other staff members as well as families/carers, social workers and other professionals, is a key part of the job.
* The highest standards of confidentiality are required by the post holder in relation to all aspects of the post (see Redwoods Confidentiality Policy).

**VOCATIONAL QUALIFICATIONS**

* To hold, or be prepared to undertake, a relevant SVQ Award when required for registration by the Scottish Social Services Council.
* To match from your own time the time given by Redwoods to undertake SVQ assessments.
* To register with the Scottish Social Services Council in accordance with their timescale.
* To continue this registration in line with the requirements of the Scottish Social Services Council.

**EXPERIENCE REQUIRED**

* Care experience in the field of learning disabilities is advantageous but not essential.

*This list of tasks is in no way exhaustive, but indicates the main areas of work. There may be times when you are required to undertake additional tasks within your capabilities, and Redwoods reserves the right to vary them, from time to time, according to the needs of the service. There may also be times when you are asked to transfer, either temporarily or permanently, to a different post within Redwoods, and this will be confirmed in writing.*

*Personnel/ Job Descriptions/ TC SW/ Apr 19*