



JOB PROFILE

<i>Post Title</i>	Independent Living Support Worker – Learning Disabilities
<i>Directorate</i>	Children and Adults Social Care Directorate
<i>Responsible to</i>	Adult Team Manager - Designate
<i>Responsible for</i>	<i>None</i>
<i>Grade</i>	B

Job Purpose

To assist in the provision of one-to-one support to enable an individual with learning difficulties to live independently in their own home in the Longwood area. To assist the individual in developing their skills so that they can live a full, active and independent life whilst being safe.

An important part of this role will be developing a supportive relationship, rather than providing a caring role, with the individual; supporting them to engage in their preferred interests and activities, decision making and independence over their own life.

However, you will be asked to cover shifts at the Children's Residential Home when needed.

Key Tasks

Working individually with the client you will provide support to them to assist them to live independently in the community. You will support them to develop their skills and increase their independence over time.

1. To support the client in their home and encourage them to participate in activities for independent living and to be involved in all decisions that affect them.
2. To provide quality support services to the client through effective planning, monitoring, evaluation and review of their requirements in partnership with them.
3. Provide emotional support as appropriate and endeavour to support the client in developing and maintaining good relationships with relatives, neighbours and others in the local community.
4. To assist the client in developing their daily living and social skills including financial management, household chores, food preparation, social activities, physical activities, shopping and work commitments.



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5. Support clients who may present with behaviours that place themselves or other people at risk. The Directorate upholds a positive approach to managing challenging behaviours, focusing on adapting the environment, developing client skills and using de-escalation techniques rather than use of negative consequences. Staff must follow positive behaviour support plans to decrease client's agitation or distress.
6. To use a range of methods to support service users to communicate and increase their understanding. This might include use of simplified language, visual resources, simple sign language, and electronic communication aids. This will be under the direction and guidance of professionals.
7. Assist service users to access the community on a daily basis, encouraging them to be independent wherever appropriate and ensuring that they are kept safe from harm at all times.
8. Record all necessary daily information in service user notes adhering to individual needs and support plans. This will include information on service user daily progress and engagement, observations, and behavioural incidents.
9. To complete all mandatory training and ensure that this is implemented in daily practice. This will include training on positive behaviour support, first aid, fire safety, safeguarding adults, and medication management.
10. All employees are responsible for taking all reasonable measures to ensure that the risks of harm or abuse to vulnerable adults are minimised and to immediately report any concerns or queries to the Unit Manager or other professionals.
11. To undertake any other duties which would be reasonably expected for a staff member taking up this position/grade as designated by the Adult Team Manager - Designate or other professionals.

Key Responsibilities

1. To deliver high levels of person centred support to service users.
2. Ensuring that Individual Support Plans are adhered to and that service users are treated with patience, kindness and upmost respect at all times.
3. Willing to attend relevant training.
4. To recognise and report safeguarding concerns.

Competency Framework for Support Worker Grade 1 & 2 – (Competency Framework attached to this document).



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Safeguarding Adults – *Identifying adult abuse, keeping up-to-date information, ensuring a safe working environment*

Communication – *raising concerns, effective information sharing*

Person Centred support – *person centred support plans, ensuring the involvement of service users in decisions regarding their own lives, promoting independence and choice in everyday life.*

Learning & development – *takes some responsibility for their own development in their role, supports others to ensure upskill of staff*

Equality & Diversity – *understands cultural uniqueness, demonstrates passion for fairness and equality*

Special Conditions

- Working alone with clients in their own home.
- Working unsociable hours, shift work and sleep-over shifts as required.
- Working with individuals whose behaviours may be challenging for the service.
- Undertake mild physical activities, such as regularly walking short distances within the community and assisting with household chores.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
Qualifications				
GCSE English at Grade C or above or equivalent (or willing to undertake training)	E	✓		
First Aid (or willing to undertake)	E	✓		
Completion of Care Certificate or equivalent, if not a willingness to complete this	E	✓		
Skills & Abilities				
Good interpersonal skills	E	✓	✓	
Good organizational skills	E	✓	✓	
Good reporting skills, both written and verbal	E	✓	✓	
Demonstrates an ability to plan and implement person centred care based on the service user's physical, emotional, social and spiritual well-being; and to take action in collaboration with the multi-disciplinary care team.	E	✓	✓	
Demonstrates proficiency in verbal, nonverbal, and written skills and the use of the English language through a variety of communication methods:				
a. Written documentation – Electronic/paper service user chart and emails.	E	✓	✓	
b. Verbal communication – Telephone and in-person				



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communication, etc.				
Able to assess risk, takes a positive approach to risk, be able to balance service user rights and risks.	E	✓	✓	
Good IT skills	E	✓		
Experience				
A minimum of 6 months experience working with adults who have learning/other disabilities or impairments living in the community.	E	✓		
Experience of working with challenging behaviour and willingness to undertake ongoing training	D	✓		
Previous experience of working in a care environment	E	✓		
Core Competencies	E			
As per Competency Framework for Support Worker Grade 1 & 2 – (Competency Framework attached to this document).				
Personal attributes				
Compassionate and patient	E	✓	✓	
Sense of humour	E	✓	✓	
Determined, enthusiastic, respectful, tolerant	E	✓	✓	
Ability to work unsupervised	E	✓	✓	
Honest, trustworthy, conscientious and able to maintain confidentiality	E	✓	✓	
Positive, strength based approach towards people with impairments and/or disabilities	E	✓	✓	



PERSON SPECIFICATION

Children's and Adults Social Care Directorate~~Safeguarding Directorate~~

Adult Social Care

Job specific Competency Framework: Support Worker

Job purpose;

'To assist in the provision of care and well-being of our service users within the 24 hour support living schemes on St Helena, enabling them to live as full and active life as possible whilst being as safe as possible.'

Competence 1	Health and Caring
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Skills		Support Worker grade 1 (SW1)	Support Worker grade 2 (SW2)
	<i>Understands and demonstrates the principles of person centred care and promoting independence.</i>	✓	✓
	<i>Provides individualised person centred care to support the service user's requirements for activities of daily living to be met (e.g. hygiene, oral care, nutrition, rest, and mobilisation).</i>	✓	✓

Key Accountabilities	<i>Assisting getting up in the morning including washing/bathing and dressing and maintaining personal appearance</i>	✓	✓
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<i>assisting with undressing and getting to bed in the evening</i>	✓	✓
<i>assisting with preparation of meals, drinks and snacks when necessary</i>	✓	✓
<i>where necessary, provide assistance with toileting and changing clothes and/or bedding</i>	✓	✓
<i>to maintain commodes and wash clothes and bed linen (which may include soiled laundry) when necessary</i>	✓	✓
<i>provide assistance with other tasks of personal daily living that you cannot manage and provide general support as part of the support team</i>	✓	✓
<i>Observant and sensitive to a Service User's needs</i>	✓	✓
<i>Assist and encourage the management of medication or administer where necessary and appropriate, and monitoring health relate conditions such as dietary & fluid intake.</i>		✓
<i>To help service users with mobility difficulties, or other physical disabilities, including incontinence. To help in the use of aids and other personal equipment.</i>	✓	✓
<i>Staff to attend supervision and training sessions as agreed</i>	✓	✓
<i>To support staff through relevant training and supervision</i>	✓	✓



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Competence 2:

Communicating Effectively

Skills		Support Worker grade 1 (SW1)	Support Worker grade 2 (SW2)
	<i>Communicates effectively and in a culturally sensitive manner with the service user, family, and the health care team.</i>	✓	✓
	<i>Demonstrates the ability to use current computer technology in accordance with workplace standards.</i>		✓
	<i>Demonstrates the ability to record and document to ensure an accurate and clear record of care provided.</i>	✓	✓
	<i>Demonstrates knowledge and understanding on how to communicate effectively with the service user with cognitive and mental health challenges.</i>	✓	✓
	<i>Recognises triggers early and responds appropriately to deescalate the situation.</i>	✓	✓
	<i>Appropriately communicates information about the service user's needs while respecting confidentiality and legally regulated requirements (e.g. Human Rights Act, St Helena Constitution 2009)</i>		✓
	<i>Utilises active listening to communicate respectfully and compassionately with the service user, family, and health care team member(s).</i>	✓	✓



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<i>Symptoms of Speech, Visual and Hearing Impairment and when to refer appropriately</i>	✓	✓
<i>Understand Code of Management policy and procedure regarding communication</i>	✓	✓
<i>Ability to liaise with outside agencies and other professionals</i>	✓	✓
<i>Knowledge of food hygiene/manual handling/health & safety standards and practices</i>		✓

Key Attributes	<i>Support service users where necessary to liaise with other professionals and agencies</i>	✓	✓
	<i>Participate in a duty rota system and other shared team responsibilities according to Directorate requirements</i>	✓	✓
	<i>Maintain records and comply with administrative procedures</i>	✓	✓
	<i>Staff to attend supervision and training sessions as agreed</i>	✓	✓



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Competence 3	Working with others
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Skills		Senior Support Worker grade 1 (SEW1)	Senior Support Worker grade 2 (SEW2)
	<i>Works collaboratively with other health and social care team members to ensure appropriate care to service users.</i>	✓	✓
	<i>Demonstrates the ability to communicate changes in the service user's health status promptly and as required at team meetings.</i>	✓	✓
	<i>Follows up with appropriate member(s) of the team to ensure reported needs have been acted upon.</i>	✓	✓
	<i>Recognises and demonstrates an understanding of the role of the health and social care team and role of the Support Worker within the team.</i>		✓
	<i>Articulates and maintains values and best practices as it relates to the service user.</i>	✓	✓
	<i>Understands when to seek guidance/assistance from other members of the health and social care team/line management when care demands exceed scope of personal competence.</i>	✓	✓
	<i>Recognises and respects the diversity within the health and social care team.</i>	✓	✓



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	<i>Participates in the discussions regarding the service user, contributing relevant observations and information.</i>	✓	✓
	<i>Ability to work autonomously and productively as part of a team</i>	✓	✓
	<i>Evidences relevant constitutional awareness around human rights and when this should be protected.</i>		✓
	<i>Awareness of key legislations around sharing information/protocols etc.</i>		✓

Key Accountabilities	<i>Carry out or obtain assessments of client need</i>		✓
	<i>Undertake regular and/or statutory reviews of support plans</i>		✓
	<i>Support service users where necessary to liaise with other professionals and agencies</i>		✓
	<i>Participate in a duty rota system and other shared team responsibilities according to Directorate requirements</i>	✓	✓



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Competence 4	Safety
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Skills		Support Worker grade 1 (SW1)	Support Worker grade 2 (SW2)
	Promotes and recognises safety risks and implements appropriate safety measures.		✓
	Adheres to health and safety standards.	✓	✓
	Demonstrates correct use of lifting and handling at all times	✓	✓
	Demonstrates the ability to operate equipment safely.	✓	✓
	Responds appropriately to service user behaviours to prevent injury to service user, self and others.	✓	✓
	Recognises the importance and demonstrates the ability to care for themselves in terms of emotional wellbeing.		✓
	Recognises and responds quickly and appropriately to emergency/and or crisis situations.	✓	✓
	Recognises, prevents and responds to potential or suspected abuse, neglect and self-neglect.	✓	✓
	Recognises and responds to potential risks such as falls, suicide attempts, and choking.	✓	✓



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	Demonstrates effective infection control practices.	✓	✓
	<i>Ability to liaise with outside agencies and other professionals</i>	✓	✓
	<i>Ability to work autonomously and productively as part of a team</i>		✓
	<i>Knowledge of food hygiene/manual handling/health & safety standards and practices</i>	✓	✓
	Sound working knowledge of the Mental Capacity Ordinance (2016) and relevant Human Rights law.	✓	✓
	Have an awareness of SHG Adults Safeguarding procedures (2016)	✓	✓

Key Accountabilities	Obtain appropriate risk assessments where necessary		✓
	Develop and/or undertake reviews of behaviour support or care plans	✓	✓
	Support service users where necessary to liaise with other professionals and agencies	✓	✓
	Participate in a duty rota system and other shared team responsibilities according to Directorate requirements	✓	✓
	Be aware of any potential hazards/safety concerns and ensure that they are reported as soon as possible	✓	✓