

<b>Job Description</b>
<b>Support Worker</b>
<p><b>Introduction</b></p> <p>Autism Initiatives is committed to working in partnership with service users, their families, commissioners and others to provide a specialist, autism specific, person centred and outcome focussed service for people with autism spectrum conditions.</p> <p>All staff are expected to:</p> <ul style="list-style-type: none"> <li>• Work in the context of Autism Initiatives’ Vision, Mission and Philosophy and to use our ‘Five Point Star’ approach in order to support service users in achieving their goals.</li> <li>• Work to develop their abilities in line with the Autism Initiatives Competency Framework.</li> <li>• Recognise the positive abilities of service users and support our shared belief in lifelong learning.</li> <li>• Adhere to the Autism Initiatives’ Code of Conduct and the NI Social Care Council’s Code of Practice (NISCC), showing a high degree of professionalism, resilience, and a willingness to remain committed during particularly demanding times.</li> </ul>
<p><b>Location / Department</b></p> <p>Support workers are usually recruited for specific locations and service users, but <b><i>may also be required to work at other locations, either temporarily or permanently, or may be recruited for across services.</i></b></p>
<p><b>Line Manager</b></p> <p>Support workers are managed and supervised by the team leader where they are located, through the line management structure.</p>
<p><b>Main Duties and Responsibilities</b></p> <p>Support workers are required to work within the mission and values of AI and the aims and objectives of the service. Support workers should promote service user independence by providing service users with support, advice and assistance when necessary. They should be sensitive and responsive and will consult and involve service users in all areas relating to their individual lives. The privacy, confidentiality, rights and responsibilities of the service users will be upheld at all times. Support workers are required to work within AI policies, practices and procedures, codes of practice and all legislative and regulatory requirements, including RQIA and Supporting People standards at all times.</p> <ol style="list-style-type: none"> <li>1. Specifically take account of the choices, needs and wishes of each service user, involving service users in their own plans and day to day decisions. Ensuring service user needs are considered at all times, taking into consideration their autism and any</li> </ol>

- other sensory, physical or learning disabilities, including personal care.
2. Together with service users and members of the staff team, assess, plan, implement and evaluate individual plans in order to enhance and maximise the capabilities and independence of the service users and participate in reviews when required.
  3. Take personal responsibility for learning about each service user and the way autism affects them; for 'listening' to the individual; and for reflecting on own practice to continuously develop their own knowledge and skills.
  4. Take responsibility to develop skills in autism practice and to work within the Autism Initiatives Way.
  5. Register with NISCC within the first month of employment and be fully registered with NISCC before the end of the six month probation period and a copy of this certificate sent to the HR department. Take responsibility for maintaining this registration, including annual fees and work within the NISCC code of Practice at all times.
  6. Maintain service user/company confidentiality at all times.
  7. Be available to cover leave as required, including sickness and annual leave.
  8. Ensure communication with service users is appropriate and relevant to the individual and be committed to supporting the service users to develop their communication skills.
  9. As far as possible, ensure that service users and their families are involved and informed about aspects of their life within the home and local community.
  10. Develop person centred working relationships with service users, carrying out key worker / shift leader responsibilities in a professional manner and to deputise in the absence of the senior/team leader if required.
  11. Undertake duties such as laundry, shopping, cleaning and cooking as required and support service users to be included in these tasks as appropriate.
  12. Maintain records of untoward incidents, accidents and near misses for service users and employees in accordance with company policies and procedures and report any maintenance requirements.
  13. Ensure that transport requirements are assessed and available to meet the needs of service users.
  14. Undertake driving duties, if required by team leader/senior, to support service user's access their local community.
  15. Ensure that personal belongings of service users are treated with respect.
  16. Where relevant and following a referral, to support a service user through transition and assist service users to settle in their new home and to assess their skills and needs as appropriate.
  17. Any other duties as reasonably requested.
  18. Support service users in their daily lives through:
    - Assisting them to develop and maintain a high standard of personal hygiene and appearance.
    - Supporting them to make appropriate choices regarding their nutritional needs.
    - To order, store and administer medication in accordance with service users needs and their Kardex, whilst complying with AI's medication policy and procedures.
    - Accompanying service users to the dentist, doctor, hairdresser, and other appointments as appropriate.
    - Reporting to managers *any* concerns regarding the service user's welfare including health and safety issues and or safeguarding concerns and ensuring the service users environment is safe and responsive to individual needs.
    - To monitor the health and well-being of the service users in liaison with other relevant professionals and keep required records of this.
    - Supporting service users in their basic care needs such as bathing, dressing, shaving, and assisting them to learn self care and with direct support where required.
    - Actively encouraging and supporting leisure and meaningful activities both inside and outside of the home, in accordance with individual service user's interests, choices,

needs and care/support plans. This may include going swimming or going for walks etc.

- Accompanying service users on trips and holidays away when required.
- Ensuring the home environment is secure, clean and well presented, undertaking domestic chores and relevant checks as necessary.
- To handle petty cash/service user monies according to AI procedures and to assist with records and returns as required in respect of this area.
- Adhering to all safeguarding requirements and any procedures aimed at the protection of vulnerable adults.
- Using 'Positive Intervention Support Planning' to support service users in managing their own challenging behaviours in accordance with service user care/support plans.
- Assist in planning and pursuing agreed strategies to support and alleviate behaviour that presents challenge within the service.
- Understanding the importance of a service user's working file and plans, and using these effectively and professionally to inform practice on a daily basis.
- Recording accurately and professionally in line with national standards, Autism Initiatives requirements and the Five Point Star approach and keep appropriate records on all matters relating to the operation of the home.
- Attending and participating in all meetings and training as required, including own supervisions, appraisals, new employee assessments and team meetings etc.
- Working with managers to identify needs and access relevant learning and development opportunities and share that learning with others.
- Working as part of a team, sharing responsibility fairly and being supportive of others, promoting a team approach and being courteous to all team members and visitors.
- Supporting colleagues in difficult or potentially difficult situations within the workplace, at all times, promoting an non-discriminatory, harmonious working environment.
- Assisting in the induction / training of new staff as required.
- To provide written reports to your line manager as required.

It is the nature of the work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. The post holder will therefore be expected to work in a flexible way when the occasion arises that tasks which are not specifically covered in their job description, have to be undertaken.

These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work.

The job description may also be reviewed in light of changing service, or service user needs, developments in the Company, or due to legislative or regulatory requirements or in consultation with the post holder.

This job description is not definitive and may vary.

**April 2017**

## **JOB CRITERIA**

### **Essential:**

1. Working, Voluntary, or Personal knowledge of providing care and or support.
2. Be flexible to work on a rota basis that includes unsocial hours and weekends.
3. Registered or agreeable to register with the NISCC on appointment.

### **Desirable**

1. Health Care qualification, or working towards this.
2. Working knowledge in a similar role.
3. GCSE English and Maths at grade C or above, or equivalent, or higher qualification.
4. Full UK driving licence

The Company reserves the right to enhance the desirable criteria for the above position to facilitate short listing, if required.

<b>Person Specification</b>
<b>Support Worker</b>
<p><b><u>Essential:</u></b></p> <ul style="list-style-type: none"> <li>• A willingness to learn and an interest in continuous learning.</li> <li>• Recognising people have different ways of communicating.</li> <li>• Ability to work as a team member.</li> <li>• Ability to work on your own initiative and be pro-active in your approach.</li> <li>• Ability to understand that everybody is different and acknowledging the expertise of the service user and promoting service user independence.</li> </ul>
<p><b><u>Other</u></b></p> <p><b>Personal Attributes:</b></p> <p>Empathy, non judgemental, attention to detail, maintain professionalism, resourcefulness, flexibility, motivation to learning and improve professional skills, adaptability in approach to change.</p> <p><b>General:</b></p> <p>Prepared to work evening and weekends on a roster basis to include sleep in duties.</p>
<b>April 2017</b>

## Terms and Conditions

<b>Post:</b>	Support Worker
<b>Hours:</b>	As per contract.
<b>Salary:</b>	£15,464 per annum pro rata
<b>Leave:</b>	20 Days Annual Leave per year
<b>Bank Holidays:</b>	10 Days per year
<b>Probation:</b>	6 Months, 12 week assessment process.
<b>Occupational Health Benefit:</b>	The organisation operates an Occupation Health Benefit scheme.
<b>Pension:</b>	Auto Enrolment
<b>Equal Opportunities:</b>	Autism Initiatives is committed to equal opportunities and as such welcomes applications from all sections of the community.