

Job description

Post title: Support Worker – Full time/Job Share
Service area: Adult Social Care – Islington Provider Services
Grade: Scale 5
Reports to: Team Leader/Assistant Manager
Your team: Residential & Respite Services

Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

- Recognising the value of flexible working to support staff where possible

Key responsibilities

The post holder will be part of the Islington Provider Services Residential and Respite services.

Islington Provider Services provides services which enable individuals to maximise their independence, building on their strengths and enabling people to live healthy independent lives for as long as possible in their own homes, or the place they call home.

We provide a range of services for Adults in Islington who are over the age of 18 with a range of needs including; learning disability, physical and sensory needs, mental health and older people. Services are delivered 24 hours a day 7 days a week.

Islington Provider Services are currently undergoing a major transformation and the future direction is for the services to become increasingly multi agency and the services may need to change in line with service development requirements.

The post holder will be based within our residential and respite services but may be required to work flexibly across Provider Services.

Residential and Respite Services:

- King Henry's Walk (KHW) is a ten-place residential short break service for people with learning disabilities and complex needs. The service provides breaks to families or informal carers, however the service also provides a valuable opportunity to promote independence for people with learning disabilities away from home, sustaining friendships and sharing social activities
- Wray Court is an eight-bed care home for adults with a diagnosis of learning disabilities, behaviour that challenges and autism, and accredited by the National Autistic Society. The primary focus of the service is to provide a safe and secure home for the individuals who live there and also to enable the individuals to build daily living skills to enable them to become as independent as possible
- Orchard Close is a 7-bed residential care home for adults with learning disabilities and complex health needs. The service provides 24hr support to residents who live there on a permanent basis. Residents are supported with all aspects of daily living. Residents are supported in a person-centred way using support plans, activity timetables, risk assessments, health action plans, hospital passports, SLT instructions, M&H instructions and behavioural guidelines. Complex medical care is undertaken by the district nursing team
- To be eligible for our services a person must have a diagnosis of Global Learning Disability and be under the ILDP service

The post holder will deliver care and support to people in accordance with their personalised support plans. This may include personal care tasks, domestic tasks and acquiring independent living skills. Care and support is given in an enabling way and the focus is on maximising independence. The Support Worker will work closely with health and social care professionals, who are involved in the care planning.

December 2022

The post holder will report directly to the either the Team Leader/Assistant Manager.

The post holder will exemplify best practice in working with adults in strengths based and person-centred way, connecting people with informal, community-based support wherever possible. You and other team members will be fully committed to working in partnership with residents, carers, community-based organisations and other key professionals involved in enabling people to be as independent as they possibly can.

This is a physically demanding role and the post holder will be working in environments that may challenge.

Flexible working over a 7-day working week is essential to fit in with the needs of the service. This includes participating in shift work including, waking night duties, evenings, weekends and bank holidays as required:

- To ensure that there is a strengths-based approach demonstrated in the delivery of care and support as detailed in the persons Support Plan
- To carry out Support plans and provision of care and support
- To key work a small case load of residents
- To report any safeguarding concerns immediately, whether confirmed or suspected, to the Duty Manager in line with the Councils Safeguarding Policies & Procedures
- To ensure that the Care Act 2014 is implemented in all aspects of their role
- To work with people using our services, carers, families and other professionals to minimise and manage risk whilst enabling the service user to maintain their chosen lifestyle as far as possible
- To provide support with medication as detailed in each person's Support Plan and in accordance with NICE Guideline (NG67) and Services Medication Policy. The term 'medicines support' defined as any support that enables a person to manage their medicines
- To provide support and assistance with nutritional needs and specific dietary requirements as detailed in each person's Support Plan
- Provide updates on a person's goals and plans to Team Leaders and Assistant Manager for feedback into multi-disciplinary meetings
- To adhere to Islington Council's policy and procedures in the handling of a person's personal property including money and keys and ensure all property record keeping is completed accurately

- To promptly feedback any progress or changes in a person's wellbeing, physical health or circumstances to the duty manager or emergency services
- To keep concise legible records and complete documentation which complies with organisational and professional standards
- To actively recognise the need to liaise with other services and health professionals to ensure best support is provided to meet the needs of the service users and their families
- To maintain excellent standards of Infection control at all times adhering to universal precautions
- To attend and contribute to multi- disciplinary and other meetings as required
- To ensure all work undertaken with people, carers and others is recorded accurately and in a timely manner, using information technology systems to carry out duties in the most efficient and effective manner
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder
- To carry out duties and responsibilities in accordance with the Council's commitment to customer service excellence and ensure compliance with the customer care standards
- To be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way duties are carried out
- To be committed to the Council's CARE values and ASC principles to demonstrate this commitment in the way duties are carried out.
- At all times to carry out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy)
- Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.
- To take responsibility of own learning and demonstrate willingness to develop new knowledge and skills required to improve the support provided to our service users.
- To undertake other duties commensurate to the grade of the post

This Job Description is a guide to the level and range of responsibilities the post holder will be expected to undertake. It is neither exhaustive nor inclusive and may be subject to changes in order to meet legislative requirements, changing circumstances and business demands of the service.

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
1	Level 2 NVQ or QCF Level 3	Application
2	Willingness to undertake specialist training in line with the service's needs (e.g. autism/dementia/sensory awareness)	Application

Experience

Essential criteria	Criteria description	Assessed by
3	Experience of working with adults with complex needs and behaviours that may challenge within a learning disability setting is essential	Application/Interview
4	Experience of working with people with differing needs and from black and minority ethnic communities in inner city areas.	Application/Interview
5	Experience and understanding of strengths based approaches and applying this in practice	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
6	Awareness and understanding of safeguarding including legislative responsibilities and Making Safeguarding Personal	Application/Interview
7	Awareness of health and social care legislation including the Care Act 2014, Mental Capacity	Application/Interview

Essential criteria	Criteria description	Assessed by
	Act 2007 and other relevant statutory legislation	
8	Ability to work as part of a multi-disciplinary team and in partnership with a wide range of stakeholders including Social Work Teams, Health, Housing and GPs.	Application/Interview
9	Ability to work independently and as part of a team	Application/Interview
10	Ability to document and record all activity and observations relevantly and accurately, with a focus on progress towards the persons identified goals	Application/Interview
11	Ability to provide support with daily activities such as personal care and domestic tasks with an emphasis on promoting and encouraging independence, in line with their support plan	Application/Interview
12	To effectively communicate with residents and team members, face to face and on the telephone	Application/Interview
13	Able to safely move and handle people who are experiencing difficulties with mobility and with the use of specialist equipment, in line with individual support plans	Application/Interview
14	To enable people to improve independence through assisting with skills practice in independent living skills such as meal preparation; domestic tasks and travel training	Application/Interview
15	Complete written and electronic documentation to required standards, recording progress towards the person's goals	Application/Interview
16	Ability to manage medications in accordance with the Support Plan	Application/Interview
17	Ability and willingness to develop and update skills and knowledge through participation in learning and development opportunities	Application/Interview
18	Ability to communicate and relate effectively with residents (Who may use communication other than speech or have no formal communication skills.) and carers (where English may not be their first language)	Application/Interview
19	Ability to be able to use information technology to organise and carry out daily tasks, including apps, computers and SMART phones	Application/Interview

Essential criteria	Criteria description	Assessed by
20	Ability to escort users on council transport, public transport, plus bus, taxi's etc. pick users up / drop them off from a variety of locations including home, the centre and the community.	Application/Interview
21	Ability to learn to provide good quality supervision as part of career progression and ongoing learning and development	Application/Interview

Special requirements of the post

(Insert any special requirements of the post. Delete if this does not apply.)

Essential criteria	Criteria description	Assessed by
22	This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure	Application/Interview
23	Ability to work flexibly over a 7-day working week. This includes participating in shift work including, waking night duties, evenings, weekends and bank holidays as required	Application/Interview
24	Willingness and ability to travel across the team geographical area	Application/Interview
25	Ability to manage physical demands of the role and willingness to actively participate in physical activities chosen by the residents in line with their needs	Application/Interview
26	Willingness to work in the peoples own homes or other community settings where there are environmental challenges including hoarding, self-neglect and animals in situ	Application/Interview
27	Ability to adhere to the Council's Dignity for All policy.	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

