



## **JOB DESCRIPTION**

### **Support Worker – Oaks and Acorns**

- General:** The Rose Road Association is a Registered charity who exist to enhance the lives of disabled children, adults and their families by providing a wide range of essential, information and support services across Hampshire and the surrounding counties. The post holder will be expected to operate in line with our workplace values which are: Working Together, Person Centred, Trust and Respect, Pride and Passion, Quality and Standards, Fun and Celebration.
- Responsible to:** Assistant Manager
- Hours:** Contract up to 37 hours covering various shifts between the hours of 7am and 9pm. Shifts can include a combination of mornings, days, evenings, weekends and the occasional sleep-in over a four week period. Rotas are available in advance and additional hours are available during school holidays.
- Salary:** £9 - £9.46 per hour depending on the hours worked. The week day rate and sleep-in rate is £9 per hour. The enhanced rate is £9.46 per hour and is paid for all weekend hours and waking hours from 9pm – 7am on weekdays.
- Conditions & Benefits** The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal. Normal Association conditions of service apply:
- 25 days annual leave per annum, rising to 28 days after five years continuous service.
  - Contributory pension scheme
  - Paid sickness (following 3 months service)
  - Training and Development
  - Employee Benefit Programme
- Closing Date:** Open application process
- DBS Check:** This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service

**Qualifications:** An appropriate level 3 Diploma, or a commitment to undertake the qualification within an agreed time frame.

**Purpose:** Working in one of our overnight Short Break facilities:  
Oaks, a six room unit for disabled adults.  
Acorns, a seven bed unit for disabled children.  
Your role will be to assist residents with all aspects of personal care and to engage in a range of age appropriate activities, either within the accommodation itself, or within the local community, depending on an individual's choice. You will also be required to share in a range of domestic tasks

**Safeguarding** – to follow the Associations policies and procedures in relation to safeguarding, To ensure that you are familiar with reporting protocols and your responsibility in identifying and acting on any safeguarding concerns, incidents, or poor professional practice within the facility. To ensure that people who use our services are protected from harm (full training provided).

**Personal Care** – To assist people who use our care and support services with all aspects of personal care. Including washing, personal hygiene, dressing and assisting with meals (orally or through feeding tubes). To follow the Associations policies and procedures in relation to Infection Control and the safe Moving and handling of people. To ensure that dignity and respect are maintained at all times (full training provided).

**Activities** – To show support and commitment to the mental and physical wellbeing of children and adults who stay with us by helping them participate in daily activities of their choice, such as, crafts, puzzles, sensory, swimming, day trips and recreational/leisure activities that support the achievement of set outcomes (full support provided).

**Reporting and Recording** - To complete clear and accurate records of the Care and Support provided. To ensure that the care and support plan is followed and any changes based on observations or feedback are reported to the Assistant Manager.

**Transport** – To Escort children / adults whilst travelling to and from school, college or day services, community facilities, as and when required. This post, does not require you to be able to drive.

**Communication** – To show support and commitment to learning and using different communication methods/aids to re-assure and

support everyone who uses our services enabling maximum participation in all aspects of their stay.

**Team work** – To fully embrace the Associations values and to work positively as part of a team. To actively listen and respect the individuality of all staff and families. To take pride in your everyday work and to work to the best of your ability. To support colleagues and maintain positive relationships, resolving conflict as it arises. To enjoy your work.

**Professional Development** - To attend and actively participate in team meetings, supervision and progress meetings with your line manager. To complete all required training and show a commitment to continuously improving practice. To adhere to all Association policies and procedures (on-going Training and Support provided).

To undertake other duties that may be required by The Association to contribute to the development of the service and to maintain a positive environment for the children/adults.

To demonstrate commitment to the ethos of the Association.

**(Please see attached document)**

## PERSON SPECIFICATION – What we need from you? Support Worker

This section outlines the things we need from a Support Worker. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Education and training	
Essential Criteria	Desirable Criteria
Some posts will require the ability to drive. (This will be highlighted in the Job Description)	Level 3 Diploma in Health and Social Care or equivalent
	Care Certificate

Achievements, experience, skills & abilities	
Essential Criteria	Desirable Criteria
Able to be caring, sensitive and patient while supporting people to be as independent as possible	Previous experience of working with vulnerable people in a home, community, or education setting.
Keen to work with disabled people and to demonstrate empathy and compassion	Recent experience of working with people with Learning Disabilities, Physical disabilities or sensory impairments, or people using a range of Communication methods /aids
Enthusiasm to make a difference to people's lives	Recent experience of providing personal care in a work or non-work setting and/or of supporting people with behaviour that can challenge
The ability to read and write well enough to understand guidelines, policies and records Level of comprehension to complete clear and accurate records.	Experience of CQC or OFSTED regulated services and the required records which evidence Good and Outstanding care
Experience of handling money and a level of numeracy to be able to account for domestic expenditure	Experience of handling money that belongs to other people or handling petty cash
Ability to listen, understand and respond to people positively, always putting the person that's being supported first	Experience of contributing to a person centred review process and/or of using a range of person centred planning tools

Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences	Experience of working in a work team setting. Experience of coaching and mentoring colleagues to improve practice
To be physically able to meet the requirements of the role	Experience of moving and handling people
To have a level of IT literacy to be able to send and receive emails and to be able to find and print information.	Experience of using IT to record and find information, as well as creating documents in Word, Excel or using a CRM database.

### Values and Behaviours

The 'I' statements describe the values and essential behaviours that we believe in at Rose Road and they apply to all staff, volunteers, trustees and the people who use our services

#### Our Values

- Working Together
- Trust and Respect
- Person Centred
- Pride and Passion
- Quality and Standards
- Fun and Celebration

#### Our behaviours

**I will actively Listen**, to whatever is communicated to me: by gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or voice. I will try to the best of my ability to understand and respond in a timely and respectful way.

**I will respect others**, I respect and treat others, as I would wish to be respected and treated myself. I will be honest, open and trustworthy

**I will involve others**, I involve individuals in coming to decisions that affect them, I offer choice and opportunities and encourage independence.

**I will take pride in my everyday work**, I participate and contribute to the best of my ability and share my experience willingly and freely

**I will work to the best of my ability**, I listen to feedback and strive to achieve high standards in my practice

**I will find things to celebrate**, I recognise that all achievements, no matter how small they might be are cause for celebration.

