

Citizenship First

Helping you live the life you choose

Role: Support worker

Reports to: Service manager

Management of: N/A

Job Description

The role of a support worker can be wide and varied, but the primary focus is enabling adults with learning disabilities and autism to live the life they choose. Tasks can include enabling people to live independently in their own homes, develop their life skills, meet their personal care needs or access the community. A support worker must work creatively and flexibly to the needs of each individual, carrying out tasks with care and thought. Citizenship First have a person centred approach and expect support workers to work alongside and communicate with the people they support in a way that reflects this core value.

Do you have the ability?

The ability to be team focused

This doesn't just mean being part of a team, it means being an active participant who can problem solve and offer positive solutions and suggestions. It means being reliable and treating your colleagues with respect to create a supportive and proactive environment. We firmly believe that to provide the best support, we have to support each other.

Can you demonstrate you are....

- ▶ Committed to working as part of a team to achieve the best possible outcomes for the people you support?
- ▶ An active participant who can express their thoughts clearly, honestly and with respect for others?
- ▶ Constantly striving to learn, develop and improve the way you work to benefit the people you support?

▶ **The ability to undertake accurate and thorough record keeping**

It is vital that our support workers understand the importance of good record keeping and can write reports and daily records to a high standard. They must be skilled in evidence gathering and be clear in the differentiation between fact and opinion. They must take responsibility for being confident in who to record for and who to report to.

Can you demonstrate you are....

- ▶ Able to write and record thoroughly, accurately and to a high standard?
- ▶ Able to comply with legal requirements around reporting and recording in the social care sector?
- ▶ Skilled in writing in an objective, clear and factual manner.

▶ **The ability to work in a truly person centred way**

Everyone is different; understanding and respecting this is key to being a great support worker. Working with us means really taking to time to understand each person you support, what their dreams are, what their needs are, and how to motivate and engage with them. We need people who are open-minded, work with empathy, and look for the *ability* in each individual.

Can you demonstrate you are....

- ▶ Skilled in building positive relationships based on respect and understanding?
- ▶ Motivated to get the very best out of the people you support?
- ▶ An effective communicator who can adapt your approach to suit the needs of each individual?
- ▶ Able to comfortably work with key people from an individual's life including family members and professionals to ensure a holistic approach and the best possible service for that person?

▶ **The ability to understand and assess risk**

In this role, risk can take many forms and support workers have to be skilled in distinguishing between personal choice and their duty of care. Support workers must understand that positive risk taking can be life enhancing, but also have to ability to react quickly to situations where the person they support may be a risk. Support workers must work within Citizenship Firsts policies and procedures and take an active part in assessing and recording risk for each individual.

Can you demonstrate you are....

- ▶ Able to understand risk and take risk reducing actions to keep the people you support safe?
- ▶ An effective recorder and communicator, who can pre-empt potentially risky situations and put safety measures in place.
- ▶ Quick thinking and safety conscious with a common sense approach?

▶ **The ability to support community integration**

The people we support have the right to be fully integrated in their communities, to not just be part of them but to fully contribute. Central to a

support workers role is removing the barriers that may stop this from happening, often this can mean challenging assumptions and working creatively. Support workers must be fully committed to the concept that individuals with learning disabilities and autism should have the opportunity to fully participate in community life

Can you demonstrate you are:

- ▶ Able to reach out to communities in an open and professional way to broaden the opportunities for the people you support?
- ▶ Skilled in thinking both practically and creatively in exploring ways in which the person you support can get involved?
- ▶ An ambassador for Citizenship First who could represent their core values?
- ▶ Knowledgeable of activities, events and opportunities that could enhance community engagement for the people you support?

Do you have the ability?

If you think you have the ability; apply for a support worker role with us today!

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Job Specification

In summary, the 5 principal roles we expect from our support workers are:

- ▶ The ability to be team focused
- ▶ The ability to undertake accurate and thorough record keeping
- ▶ The ability to work in a truly person centred way
- ▶ The ability to understand and assess risk
- ▶ The ability to support community integration

In addition, we have outlined the characteristics, skills, qualities, experience and qualifications we feel make a successful support worker:

Category	Criteria	Essential/ desirable	Evidence
Characteristics	A genuine team player	Essential	Application/interview
	Open minded , respectful and thoughtful approach	Essential	Application/interview
	Demonstrates a positive attitude towards supporting people to live independently	Essential	Interview
	Able to build positive, respectful relationships with individuals with learning disabilities and their families	Essential	Application/interview
	Flexible and reliable; willing to work shift patterns	Essential	Interview
	Willing to partake in essential training as well as continuous learning and development	Essential	Interview
	Understands and is motivated by Citizenships core values.	Essential	Application/ interview

	Commitment to equality and anti-discriminatory practice	Essential	Interview
Skills and qualities	Thorough and accurate recorder and reporter with a good standard of written and verbal communication	Essential	Application
	Able to think creatively and challenge assumptions	Essential	Interview
	Able to risk assess and react quickly and safely to complex situations	Essential	Interview
	Basic IT and numerical skills	Essential	Application/interview
	Full driver's license with use of own transport	Desirable	Application
	Basic knowledge of adult safe guarding	Desirable	Application/interview
	Able to meet a wide range of people's needs, including personal care	Essential	Application/interview
	Basic knowledge of the principles of health & safety	Desirable	Application/interview
Experience	Previous experience of working/involvement with people with a learning disability	Desirable	Application/interview
Training & qualifications	NVQ 2 or equivalent social care qualification	Desirable	Application/ certificate
	Educated to GCSE level in English and Maths (or equivalent qualification)	Desirable	Application/ certificate