Job Description

Support Worker

East & Midlothian



Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document.

**TERMS AND CONDITIONS – SUPPORT WORKER**

**Pay:**

Support Worker full time salary - £17,400

Sleepovers - £70.47

**Hours of Work:**

Full time hours: 36 hours per week. Hours to be worked flexibly on a rota which may include

evenings, nights, weekends, sleepovers and bank holidays according to the needs of the service.

**Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

**Holidays:**

33 days, including public holidays pro rata for part time employees. With 1 additional day per year up to 38 days.

**SVQ Level 2 or 3 Health & Social Care:**

All employees will be required to undertake and complete the SVQ Level 2 Health and Social Care in a pathway appropriate to their role. If you hold SVQ 2 health and social care or

equivalent you will of course not need to do the award again.

**SSSC – Scottish Social Services Council Membership**

All employees joining with YOU are required to be members of the SSSC within the first six months of employment.

**Disclosure Scotland PVG Checks:**

Employment will be subject to Disclosure Scotland’s Protection of Vulnerable Group Service checks.

**Probationary Period:**

The first six months will constitute a probationary period. When this is successfully completed,

employment will be confirmed. Your performance during the probationary period will be assessed

against the job description, person specification and competency framework of the role

**Part Time Work:**

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 36 hours.

**Sickness Policy:**

With YOU operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions

for payment of Company Sick Pay (inclusive of SSP) are shown in the terms and conditions of employment. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

**Length of Service Sick Pay Allowance**

Less than 26 weeks Nil

26 weeks or over, and under 1 year 4 weeks full pay, 8 weeks half pay

2nd year 8 weeks full pay, 8 weeks half pay

3rd year 12 weeks full pay, 12 weeks half pay

4th Year 16 weeks full pay, 16 weeks half pay

5th year 20 weeks full pay, 20 weeks half pay

6th year and over 24 weeks full pay, 24 weeks half pay

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

**Pension:**

With YOU operates an auto-enrolment pension scheme.

**Discretionary Benefits:**

With YOU offers discretionary benefits in addition to statutory benefits. These include:

* Paid paternity leave
* Paid maternity leave
* Bereavement leave

**Employee Assistance Programme:**

All staff, their partners and members of their household have access to an independent confidential, 24-hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

**JOB DESCRIPTION – SUPPORT WORKER**

**Line Management Responsibility** Not applicable

**Accountable to** Senior Support Worker

**Terms of Contract** Full / Part time

**Role of a Support Worker**

Provide support that positively impacts the health and wellbeing of the people you support;

Contribute to and implement support plans that have been determined by the person receiving support and / or their chosen advocate;

Support the realisation of goals and aspirations of the people you support;

Be accountable for the delivery of the content of all support and its administration including, personal care, tenancy support, health needs, housing management (if appropriate), personal development, emotional issues and inclusion;

Actively and positively respond to the changing needs of people receiving support;

Commit to the development of your learning and practice to a high level of expertise in your specialist area, mental health.

**Responsibilities of a Support Worker**

**Support Delivery**

Enable the people you support to determine goals they aspire to achieve;

Contribute to support plans, participate in regular support reviews of support goals, goal updates, protocols, guidelines, risk assessments and deliver personalised support as described in the plans;

Record planned support and delivery using language, whether hand written or electronic, that is clear, official, respectful, appropriate and professional;

If appropriate, undertake the delivery, through direct management or support, of all eligible services as defined by the Housing Benefit Service Charge;

Participate in the key working process;

Ensure all work undertaken is based on the assessment of the risk to the people you are providing support to, colleagues and yourself;

Assist the people you provide support to, to access educational, occupational, housing and recreational opportunities;

Enable or assist the people you support to effectively manage their home environment;

Prompt or assist the people you are supporting with taking medication, following dosage instructions already prescribed;

Recognise change as an integral part of the delivery of support and implement thoughtfully;

Actively promote health awareness, healthy living and facilitate positive lifestyle choices;

Ensure personalised communication is used with all the people you support;

Access internal and external personal development opportunities for the people you provide support to e.g. peer support volunteering and paid work, training opportunities (delivering and attending), creative arts and health and wellbeing events;

Ensure that all relevant information relating to the responsibilities of the role is communicated appropriately;

Ensure that the principles of confidentiality are integrated into all aspects of support delivery;

Preserve the rights of the people you support;

Meet the aims and objectives of the Service.

**Accountability for Support Delivery**

All support you provide must be administratively accounted for timeously and accurately including direct support, indirect support, group work, cancelled support, travel, third party notes and telephone calls.

**Joint Working**

Participate as a member of the service team by appropriately sharing information and attending meetings;

Contribute to relevant meetings within the wider organisation as required;

Facilitate families, friends and advocatesinfluence on the way service is delivered to the people you support as defined by regular reviews.

**Diversity**

Represent and protect diversity through valuing everyone’s contribution, by integrating diversity into all that you do and promoting its core values.

**Self-Management**

Use your own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first;

Make full and appropriate use (adhere to policy and procedure) of any electronic devices that you have been allocated;

Create a positive image of cooperation, respect and goodwill in every aspect of your work;

Recognise that you are accountable and responsible at all times in your role;

Abide by the National Care Standards and Scottish Social Services Council’s codes of practice in all work undertaken;

Undertake ‘Continual Professional Development’ through taking personal responsibility for your self-development, lifelong learning and management of your CPD evidence folder ensuring you meet SSSC registration standards. This will be supported by line managers and the SVQ Centre Coordinator;

Record information as required by with YOU policies, procedures, guidelines and protocols;

Adhere to with YOU Service specific guidelines and protocols;

Be aware of current Health and Safety policies and take responsibility for your own safety, and that of others who may be affected by any act or omission on your part;

Apply with YOU POSITIVE to all aspects of your work;

Apply the with YOU Mission statement in all aspects of your role;

Undertake such additional duties, as directed by your line manager or other staff if appropriate, as would reasonably be expected of someone at this grade. These duties may be undertaken at the post holder’s principal place of work, or at any other relevant office;

This job description is not an exhaustive list of tasks.

**Please note:**

It is with YOU policy to encourage the personal development of staff. With YOU will support staff in line with the requirements of the job and the responsibilities of with YOU;

You will attend statutorily required training and have access to training appropriate to the specialist requirements of the role and your personal development;

You will receive regular and responsive social care supervision from your line manager.