



Support Worker-Social Enterprise

Job Description

This job description describes the practical purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but is not intended as a wholly comprehensive or permanent schedule.

1. JOB DETAILS

Job Title-Support Worker-Social Enterprise

Department-Enable Glasgow/Fortune Works

Reports to-Head of Social Enterprise

2. OVERALL PURPOSE OF THE JOB

To work as a team, to provide a high quality of care and support for service users with a learning disability and additional needs. To encourage service users to participate in group activities in order to gain skills and confidence.

As well as undertaking tasks in relation to the support of service users, the post will have particular emphasis on the social enterprise aspects of the service. This will involve promoting our goods and services to external companies and public bodies, overseeing production, maintaining customer relationships, and seeking new markets for our range of Fortune Products and contract work.

3. ACCOUNTABILITIES

- To provide support in and organisation of activities carried out at/by the service which is at all times responsive and sensitive to a range of individuals' particular special needs.
- To encourage social interaction between service users and their appropriate involvement in a range of group activities.
- To provide appropriate guidance, information, advice and signposting to service users on aspects such as behaviour, healthy eating, paperwork completion and emotional issues.
- To deal effectively and appropriately with any disruptive behaviour which might be encountered.
- To organise, supervise, guide and instruct service users to complete any social enterprise and/or contract work which the service may be asked to

provide and if necessary, to liaise with external organisation on deadlines and outputs required.

- To liaise with external parties such as families, carers, social workers and other specialists or organisations, in order to provide high quality and flexible support to all service users.
- To be responsible for the review and planning of a key group, prepare and co-ordinate service user review and social enterprise programmes, prepare accurate activity logs and review reports (using the computer) on a regular basis.
- To take a flexible approach to tasks and activities undertaken and fill in for other workers as required i.e. to cover sickness and holidays.
- To drive the minibus in order to ensure that all service users are appropriately transported to and from external activities organised by the service.
- To adhere to health and safety procedures at all times, to ensure the health, safety and welfare of all service users and to complete all necessary paperwork such as incident reports thoroughly and quickly.
- To raise any issues to the Head of Social Enterprise which require specialist, financial or additional support or for which additional advice is necessary.
- To meet daily as a team to discuss ongoing work, organise activities and to inform other support workers at these meetings of any issues which might arise or of any useful information.
- Although not the core/main focus of the role, as required, to provide personal care to service users.
- To mentor, induct and support volunteers and to assist in the completion of appropriate paperwork and reviews to support their work.
- To participate in the weekly responsible person rota and when on rota, to chair team meetings, field enquiries and to ensure premises are secured at the end of the day.
- To adhere to all operational policies and procedures of Enable Glasgow and Fortune Works.
- To participate in any relevant training identified by the Head of Social Enterprise or as required by regulatory framework.
- To remain aware of and apply ideas on good practice relating to the support of people with a learning disability.
- To undertake other similar and appropriate duties as required.

These key tasks are not intended to be exhaustive, but they highlight a number of major tasks that the post-holder may reasonably be expected to undertake.

4. ADDITIONAL COMMENT – This is a 12-month contract, 35 hours per week post and cover will be between 8am-8pm from Monday to Saturday, this will be agreed on a monthly basis. The role involves occasional out of hours working for which time off in lieu of payment will be awarded.

Due to the nature of the social enterprise project, the job holder will be required to spend time cold calling on potential customers and/or outlets where Fortune Products can be sold.

The role is also one which requires checking under the Protection of Vulnerable Groups. The post holder will be required to undergo regular checking for this and any other regulatory requirement.

The role involves occasional out of hours working for which time off in lieu of payment will be awarded.

Note:

Every job description in the Organisation will be subject to a review either:

- on an annual basis at the time of the annual appraisal meeting, or
- as a result of a change in strategic direction, or
- as a result of a team/ operational requirements, or
- as a result of agreed performance appraisal needs and objectives, or
- within six months of appointment

Person Specification

4. QUALIFICATIONS

Essential
1. A relevant professional or vocational qualification or the willingness to achieve SVQ level 3 accreditation within an agreed timescale and/or other training relevant to the post or as required by the regulatory framework.
2. Full clean driving licence
Desirable
3. SVQ3/HNC Social Care-Business and /or knowledge of Social Enterprise Projects

5. EXPERIENCE/KNOWLEDGE

Essential
1. Relevant experience of providing support, advice and care to individuals.
2. Understanding and awareness of the needs of individuals with a learning disability and of their carers and families.

3. Knowledge and understanding of current issues and good practice in relation to supporting people with a learning disability in the community into employment and/or a meaningful activity.
4. A proven commitment to enabling people with a learning disability to participate in their community and play a valuable social role.
5. Experience of record keeping and participation in the process of person-centred care planning.
6. Some knowledge and understanding of Health and Safety and welfare within the workplace.
7. Experience of working effectively in a team.
Desirable
8. Relevant experience in a supported employment/social enterprise setting.
9. Experience of providing supervision/training to other people.
10. Experience of dealing with external parties such as families, carers, social workers and other specialists or organisations
11. Experience of dealing with petty cash.

6. PERSONAL CHARACTERISTICS/COMPETENCIES

Essential
1. Empathy, patient, confidential and caring approach to service users.
2. A value base which promotes dignity, respect, individuality and self-reliance.
3. Planning and organising skills to organise activities and meet deadlines.
4. Excellent oral and written communication skills.
5. Ability to use a computer to produce reports.
6. Ability to work independently but also in a team.
7. Ability to deal effectively with disruptive behaviour.
8. Flexible approach to tasks undertaken.
9. Enthusiasm.