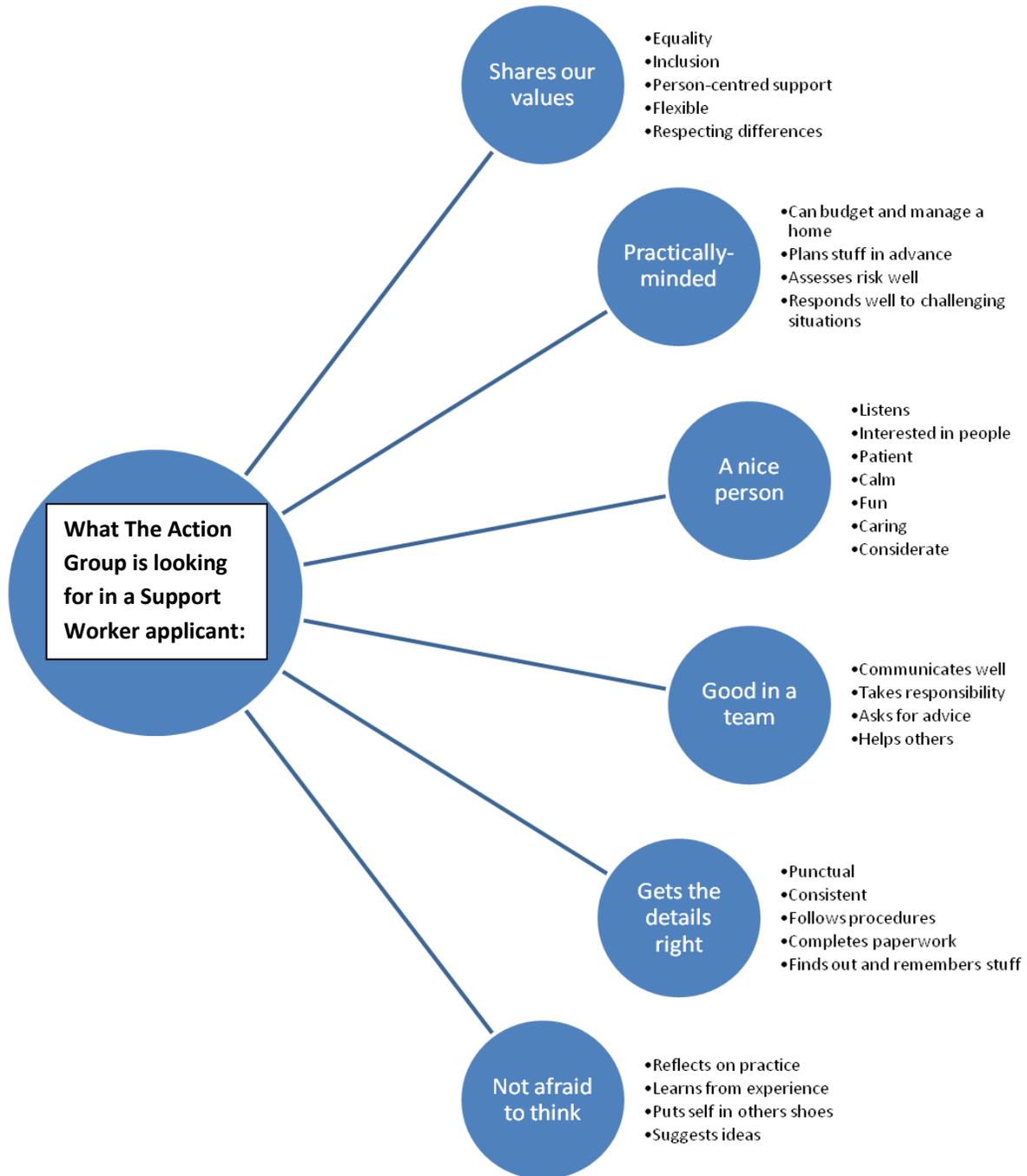


Support Worker Person Specification



Job Description & Person Specification – Support Worker

Post:	Support Worker
Service:	Housing & Community Support Services (HACSS) or Children and Adults in Transition Services (CAATS)
Base:	The Action Group, Norton Park Centre, Edinburgh (or regional base as set by line manager)
Line Managed by:	Team Manager
Salary Range:	Unqualified £17,745 - £18,150 per annum pro rata Qualified £18,150 - £18,617 per annum pro rata Casual rate: £8.75 per hour Sleepover rate (if applicable) £62.64 per night
Hours:	TBC with post holder (based on 39 hours working week)

This post requires PVG clearance.

Applicants who are not members of the PVG scheme should be prepared to join before commencing employment.

This post requires registration with the Scottish Social Services Council (SSSC).

Applicants who are not registered with the SSSC when starting will have 6 months in which to register. Applicants already registered with the SSSC must inform that body of their employment with The Action Group.

Main Purpose

The main purpose of this post is to provide a caring, efficient and effective 24/7 support service to people who use the Action Group's Services. This will include assisting service users to develop their skills by supervising and participating in various support activities in a way that enriches their opportunities and promotes choice.

The main duties for this post are detailed below under two headings:

1. Specific Duties (that apply to this job in particular)
2. General Duties (that apply to all staff in The Action Group)

1. Specific Duties

- a. Practice the TAG Key Worker system. For example, organising support plans / case reviews as required for individual service users with all relevant stakeholders, ensuring effective handovers between staff, and maintaining service user records/case files etc
- b. Promote the physical and emotional wellbeing of service users at all times (eg. supporting service users to maintain acceptable and adequate levels of self-care, carrying out risk assessments, etc)
- c. Actively develop meaningful and trusting relationships with service users (eg. assisting service users to gain insight into their own behaviour, attitudes and reactions)
- d. Encourage service user independence in all daily living activities wherever possible, and support them with this only when necessary (eg. housework, food preparation, household admin etc)
- e. Promote service users' hobbies, interests and activities, and encourage participation in all aspects of community life. For support workers in the Children and Adults in Transition Services this may include organising day trips and activities with young people as required, as well as accompanying service users to sporting activities such as swimming, and participating in these activities as appropriate.
- f. Directly assist with the personal care of service users as required
- g. Work with service users to maximize their ability to communicate effectively and promote self-advocacy wherever possible
- h. Advocate on behalf of service users when needed (eg. liaising with external organisations regarding benefits, education, tenancy and employment etc)
- i. Work with relatives and carers of service users (eg. arranging support plans, dealing with complaints and frustrations, etc) and help to ensure that relatives have a significant role in the service user's life wherever possible and appropriate
- j. Find out about the wide range of local services, amenities and organisations available to service users
- k. Work with both individuals and groups of service users in all of the above, according to need

- l. Participate flexibly in the various shift work patterns required by the needs of the service users (including regular working outwith weekday office hours; for example, in the evening and at weekends, where applicable)
- m. Regularly undertake 'sleepover' or 'waking night' duties with service users that are being supported by the team where required
- n. From time-to-time, the postholder may be asked to cover short-term absences of Support Workers in other teams

2. General Duties (these are applicable to all Action Group staff)

- a. Read, and work in accordance with, TAG's Mission, Aims & Objectives, and current Business Plan
- b. Manage own work time effectively
- c. Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role
- d. Treat everyone with consideration and respect
- e. Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from a service user)
- f. Keep up to date and comply with all applicable TAG policies and procedures (covering everything from personal Health & Safety to Care Commission Standards)
- g. Promote and respect individual rights and responsibilities at all time
- h. Retain the highest standards of confidentiality, as appropriate to the specific role
- i. Assist your manager and other work colleagues as appropriate and whenever possible
- j. Take charge of own CPD (Continuous Professional Development) and contribute to TAG maintaining the Investors In People standard
- k. Be responsible for own work life balance (eg taking annual leave at regular intervals, etc)

This job description may be amended following discussions with the postholder and with the approval of the Senior Manager in HR