Role profile

**Support Worker**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Support Worker – Adult Provider Services |
| **Reports to** | Team Leaders |
| **Job family** | Care and Welfare |
| **Grade** | D |
| **Political restricted?** | N |
| **DBS required?** | Y - enhanced |
| **Date** | March 2024 |
| **JE Code** | JE1241 |

Key deliverables

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| **1** | To deliver personalised care and support to people with a range of support needs, this may include people with dementia, learning disabilities, and/or complex health/physical needs. |
| **2** | To provide care and support in accordance with individual care plans. Being alert to and reporting changes in a person and following instruction from Team Leaders or Care Co-ordinators to respond to these changes, including crisis support. |
| **3** | To work within a team to identify and undertake activities meaningful to the person being supported, offering care and support that meet with the persons needs and preferences, individual care plans, and relevant policies and procedures. |
| **4** | To effectively write, read, record information and to verbally communicate with colleagues, families, and external agencies as required by the service. To use MKCC IT systems if required. |
| **5** | To provide intimate personal care to vulnerable adults, ensuring their dignity is maintained and following infection control guidance, this will include using personal protective equipment, moving, and positioning and the use of mobility aids. |
| **6** | Identifying, managing, and responding effectively to any presenting risks for the people we support and to seek further guidance when required. |
| **7** | Required to drive MKC or own vehicle and/or act as passenger assistant. |
| **8** | Provide flexible support across the service, this may include working a flexible working pattern, working from different service areas, in the community and in the homes of people using the service. |
| **9** | To complete all mandatory training and any additional training identified as required. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Required to drive MKC or own vehicle and/or act as passenger assistant and must hold a UK full driving licence. |
| **2** | Demonstration of an awareness of needs of vulnerable members of the community and an empowering attitude to promoting positive life experiences. |
| **3** | Demonstration of an understanding of the importance and purpose of confidentiality in recording and sharing information. |
| **4** | Excellent communication skills, including good writing skills and ability to record clearly, accurately, and succinctly. This will include demonstrating the ability to respond to non-verbal communication, and awareness of own behaviour and impact. |
| **5** | Evidence of the ability to respond in complex or crisis situations, with awareness of assessing and managing risks. |

Job family

**Care and Welfare (Grade D)**

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| **Colleague expectations**   * Be professional at all times * Work together for the good of the team, city council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Manager expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of city council services. A great deal of post holders’ working time will be spent interacting with individuals as part of a wider care team.

**The Knowledge and skills required**

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those in their care.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity. This might include cooking, artwork or other domestic and vocational activities.

**Thinking, planning and communication**

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day to day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, choice of client activities or other practical matters.

**Areas of responsibility**

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the city council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

**Impacts and demands**

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

With constant exposure to vulnerable children and/or adults, many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.