Apprentice Support Worker

JE Code: MKLA0213



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Provider Services |
| **Reports To:** | Team Leaders |
| **Job Family:** | Care and Welfare |
| **Grade:** | Apprenticeship Level 2 – Living Wage Foundation |
| **Political Restricted:** | N |
| **Date:** | July 2023 |

**Key Deliverables**

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| **1.** | The apprentice will gain an awareness and experience in the importance of building close working relationships with adults with a learning disability and will support the individuals in their relationships with all the services that support them. i.e., occupational therapist. |
| **2.** | The apprentice will gain ‘on the job’ experience and relevant training to enable them to work with others to provide personalised support to service users so that by completion of their apprenticeship, they will be able to deliver a high-quality service to people with complex support needs. This may include behaviours of concerns and / or complex health needs, ensuring Positive Behaviour Support (PBS) is central to the delivery of care and support. |
| **3.** | The apprentice will be required to work across all provider services to gain experience but will have a base at either Tower Drive Day Centre, Whaddon Way or the Short Breaks Service. |
| **4.** | The apprentice will be expected to work closely with their line manager/mentor and have regular supervision and appraisals, participate in regular team meetings and through the apprenticeship will undertake relevant and identified training. |
| **5.** | The apprentice will be able to learn how to record information effectively in all formats, this will include contributing to the writing risk of assessments and individual support plans. Use MKCC IT systems effectively as well as giving appropriate verbal handover and feedback. |
| **6.** | The apprentice will gain experience in delivering high-quality person-centred care and support. This will include ensuring identified needs are met in line with individual support plans, training and MKCC policies. |
| **7.** | The apprentice may act as a named person within their service area, liaising between a service user and support services that they may access within their team. This will include contributing to and enabling service users to participate in their support planning. |
| **8.** | The apprentice will work as part of a team in different services and community settings. Driving, escorting, or providing other support with transport to access services will be part of the role. |
| **9.** | Successful achievement of the Knowledge, Skills and Behaviours required of the Level 2 Adult Care Worker Apprenticeship Standard within 12 months and passing the End Point Assessment within three months after completing the learning aims. |

*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 council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Demonstration of an awareness of needs of vulnerable members of the community and an empowering attitude to promoting positive life experiences. |
| **2.** | Must have GCSE Grade above G or Grade 1 or Functional level 1 in English and Maths or willing to achieve this level and take the test for level 2 in English and Maths prior to taking the end-point assessment. |
| **3.** | To work towards and successfully complete the Health and Social Care Apprenticeship Standard at Level 2 within 12 months |
| **4.** | Possess good communication skills, including both verbal and written communication. Must be able to to record clearly, accurately, and succinctly. |
| **5.** | **Whilst not essential, a driver’s licence is advantageous so that the apprentice could assist with the transportation of service users using the service vehicles, such as the adapted wheelchair minibus.** |



Job Family

Care & Welfare

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, 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 | **Managers 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 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.

### 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 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 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.