



Job Description and Competencies

We aim to provide the highest quality, specialist support for people with autism and complex needs, which recognises the value and strengths of every single person.

All roles involve supporting vulnerable adults (including 16-17 year-olds). Any potential abuse issue will be investigated and/or passed to the relevant agency or agencies for investigation. The role carries a responsibility to report any incident or concern that places people at risk of harm or abuse.

Our Values

We expect everyone to actively promote and uphold our values always.

<p style="text-align: center;">Quality</p> <p>Quality is important to us in everything that we do: From our values-based recruitment processes, specialist learning and development pathways for our staff teams, the person-centred support we provide, to our living and working environments, quality is our golden thread.</p>	<p>People who value quality will:</p> <ul style="list-style-type: none"> ● Always strive to be the best they can be ● Never allow poor practice ● Always report concerns that may impact the quality of care ● Help maintain the environments ● Commit to personal development and best practice
<p style="text-align: center;">People First</p> <p>We put people at the heart of everything we do: We use a strengths-based approach, which recognises the value of every person. Our directors and managers strive to be approachable and friendly, promoting kindness and caring of each other. We invest in our staff, giving them the tools to provide outstanding care and support. We never put profit before people.</p>	<p>People who value people will:</p> <ul style="list-style-type: none"> ● Work in a person centred way ● Understand what's important to others ● Recognise that everyone has strengths and brings value ● Work as part of a team ● Be kind and respectful to others ● Value other people's ideas and opinions
<p style="text-align: center;">Community</p> <p>Belonging to a community is important for us all: We recognise the benefits that community brings to well-being and self-esteem. Through collaboration, partnership and trust we promote a strong community, within our own family-feel services to the local community and beyond.</p>	<p>People who value community will:</p> <ul style="list-style-type: none"> ● Work with others as part of the wider team ● Support people to access the community ● Be a positive team member ● Value family and friendships
<p style="text-align: center;">Learning</p> <p>We are a learning organisation: We strive to learn from our successes and mistakes. We listen to others and actively encourage ideas, creativity and innovation from everyone; recognising that this can only add value to the support we provide.</p>	<p>People who value learning will:</p> <ul style="list-style-type: none"> ● Reflect on their own attitudes, behaviour and practice ● Not be afraid to be creative and innovative ● Own their mistakes, knowing that these will lead to learning ● Find solutions to problems ● Actively participate all available training
<p style="text-align: center;">Leadership</p> <p>Our organisation and individual services are well-led: Attitudes and behaviours are a crucial part of effective leadership. We recognise the vital role our front-line staff play in providing everyday leadership in our services. It is this leadership that drives the culture of our organisation. We place huge emphasis on driving and protecting our positive culture.</p>	<p>People who value leadership will:</p> <ul style="list-style-type: none"> ● Understand the importance of their role ● Have a positive and enthusiastic attitude to their work ● Be a role model to others in all aspects of their role ● Promote and protect our positive culture always ● Strive for continuous improvement both personally and professionally



Code of Conduct - Expected of all roles

The Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England sets out seven standards that all health and social care workers must work to:

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people we support and their family
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
4. Communicate in an open, and effective way to promote the health, safety and wellbeing of every person.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through your own continued learning and development.
7. Uphold and promote equality, diversity and inclusion

Core Competencies – Expected of all roles

1. Have a positive attitude towards people we support at all times
2. Have a positive attitude towards all members of the staff team
3. Represent the Company in a positive way
4. Be flexible in relation to shifts, changes to tasks etc
5. Demonstrate a willingness to help out in a crisis
6. Maintain a Nil – low sickness record
7. Always be punctual
8. Be open to constructive criticism & take personal responsibility for the quality of your work
9. Show commitment & enthusiasm to training & personal development
10. Work within professional boundaries & relationships



Role: Support Worker

Reports to: Senior Support Worker, Deputy Manager, Registered Manager

Outline of Job description

To Support the Registered Manager in meeting the aims and objectives of the service and the Fundamental Standards as outlined in the Health and Social Care Act 2008. To actively participate, as part of a team, in providing the highest quality, person centred care that promotes and upholds the emotional and physical wellbeing of every person. To promote and uphold the Organisation's values, behave in keeping with the Code of Conduct and work towards meeting all Competencies.

Competencies (Expected Skills)

1. Demonstrate good knowledge and understanding of our aims and objectives and the Fundamental Standards of care and the Organisation's Policies and Procedures.
2. Develop and maintain positive relationships with people we support, families, friends and professionals.
3. Work in a person centred way to provide care and support, as outlined in care plans, including personal care, domestic activities, medication and finance according to individual needs and preferences and promote independence.
4. Encourage and support social and leisure activities both within and outside of the home.
5. Contribute to the development of care plans to promote positive outcomes for people we support.
6. Complete detailed and professional care records to a high standard, as required.
7. Report any concerns immediately to the person in charge. Demonstrate a good working knowledge and understanding of Safeguarding procedures and Mental Capacity Act.
8. Attend all staff meetings and training as required and put your learning into practice.
9. Ensure the safety and wellbeing of people we support, colleagues and visitors by following all health and safety guidelines.
10. Assist in maintaining the cleanliness and hygiene of the person's home, adhering to all infection control guidelines.

Note: This is not a definitive list and you may be asked to carry out any reasonable task related to the provision of care, as instructed by your line manager. It does not form part of any contract of employment and may change from time to time to reflect changing circumstances.



Role: Key Worker

Reports to: Senior Support Worker, Deputy Manager, Registered Manager

Outline of Job description

To Support the Registered Manager in meeting the aims and objectives of the service and the Fundamental Standards as outlined in the Health and Social Care Act 2008. To actively participate, as part of a team, in providing the highest quality, person centred care that promotes and upholds the emotional and physical wellbeing of every person. To promote and uphold the Organisation's Values, behave in keeping with the Code of Conduct and work towards meeting all Competencies. To act as a key contact point for one or more named people, being responsible for the person's support plan and any related documents.

Competencies (Expected Skills)

As for Support Worker plus:

1. Prepare and develop a detailed support plan, which is person centred, builds on strengths and needs, promotes independence and identifies what's important to the person.
2. Review support plans regularly and meaningfully and make any necessary changes.
3. Prepare a care review report, when required, in an acceptable standard of English, which reports on outcomes and identifies next steps.
4. Lead a review meeting and represent the company in a positive and professional manner.
5. Effectively maintain all relevant care and support records associated with the person.
6. Liaise effectively and professionally with any significant others in the person's life including social worker, family and friends and funding authorities.
7. Effectively manage any hand over in keyworker role, in house or with internal transfers, and or evidence of adequate preparation of support plans for new admissions or prior to admission.
8. Mentor and support Co – Workers / Support Workers and any new team members

Note: This is not a definitive list and you may be asked carry out any reasonable task related to the provision of care, as instructed by your line manager. It does not form part of any contract of employment and may change from time to time to reflect changing circumstances.



Role: Senior Support Worker

Reports to: Deputy Manager, Registered Manager

Outline of Job description

To Support the Registered Manager in meeting the aims and objectives of the service and the Fundamental Standards as outlined in the Health and Social Care Act 2008. To actively participate and lead the team, in providing the highest quality, person centred care that promotes and upholds the emotional and physical wellbeing of every person. To promote and uphold the Organisation's Values, behave in keeping with the Code of Conduct and work towards meeting all Competencies. To act as role model to all staff, provide supervision and support, oversee the day to day running of the service.

Competencies (Expected Skills)

As for Support Worker and Key Worker plus:

- Take the lead in situations where decisions need to be made and act as a role model to others.
- Ensure that any incident is dealt with and followed up appropriately e.g. staff debrief, incident reporting, incident analysis.
- Conduct regular 1:1 supervision with staff that motivate, value and develop the team member.
- Deal quickly and professionally with any performance issues including sickness/absence.
- Take responsibility for preparing the rota for the service and for covering any gaps on the rota, this will include sending group texts and could be at times when you are not working.
- Support Key Workers and others in their roles and oversee their tasks, i.e. care plans, risk assessments and reviews etc.
- Take responsibility for all aspects of medication as outlined in Policies and Procedures.
- Be responsible for ensuring all Health and Safety checks are completed, as required and ensure these are documented appropriately.
- Develop positive relationships with the staff team to coach and mentor them to support people in a positive and proactive way.
- Support the management by being the main point of contact for staff to discuss concerns or for queries about decision making. This may involve being contactable when you are not at work via text and phone to support staff with making decisions.
- Demonstrate high levels of communication with your line manager to keep them updated about any staff issues, team problems or concerns, ideas about improving the business or the people we support.
- Safe handling and reconciling of petty cash at the beginning and end of every shift. Any discrepancies must be reconciled and reported to your manager.
- Ensure that any credit card transactions are correctly recorded and maintained. Your credit cards must be kept safe at all times, following the correct company procedures.