

Job Description

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| Job Title: | Support Worker |
| Department: | Adult Services |
| Salary: | £12.80 per hour (£13 per hour after 6 months probationary period completion - £13.30 per hour after 2 years service) |
| Reports to: | Service Manager |
| Responsible for: | N/A |
| Role Purpose: | Your principal role is to work in sessions and out in the community with adults to provide creative, meaningful and social activities leading to opportunities to build confidence, encourage self-expression and promote communication. |

Generic Responsibilities:

- Provide a consistent and professional level of support in line with the Burton Street Foundation's ethos
- Contribute ideas and suggestions to enhance service delivery and customer experience

Role Specific Responsibilities:

- Contribute towards the planning and delivery of creative activities
- To ensure the safety of our clients
- To provide support for the emotional wellbeing of our clients
- To work towards building effective relationships with our clients
- To understand client's needs and encourage participation in appropriate activities
- To enable self-confidence, self-expression and communication through the use of creative activities
- To provide support to clients who have challenging needs
- To provide support to clients with physical and or health needs including personal care

General Responsibilities:

- Provide cover for colleagues as required
- Be flexible in your approach to work
- The above list is not exhaustive and, as such, it is expected that the post holder will be responsible for related issues commensurate to the level of the role

Person Specification

| Job Title | Support Worker | | | |
|--|---|---|------------------------------|--|
| Department | Adult Services | | | |
| (*Essential or Desirable) | Details | E* | D* | Evidence** |
| Attainment Evidenced achievements eg relevant qualifications (or equivalents), training, membership of professional bodies | Educated to GCSE standard or equivalent experience in a relevant area A qualification/experience in any of the following areas – art, music, dance, drama and sport NVQ Level 3 in Health and Social Care | | D D D | AF + QC + I |
| Experience Type of skills/experience and specific knowledge required for this job | Demonstrate excellent interpersonal skills The ability to work as part of an effective team The ability to communicate effectively using verbal and non-verbal skills The ability to empathise with people’s needs The ability to understand emotional, physical and behavioural needs some of which may be complex Demonstrate the ability to approach problem solving in a creative manner The ability to apply your creative skills in a health and social care setting Experience of working with people with learning and or physical disabilities Experience of working with people with mental health issues | E E E E E E E | D D D D | AF + I AF + I AF + I AF + I AF + I AF + I |
| Other relevant information Eg shift work or weekend working, travel in UK or abroad (state approximate frequency) | The ability to work flexibly according to the needs of the business Ability to work in the evenings and Saturday’s The need to be punctual and reliable | E E E | | AF + I |

**** Evidence/Method of Assessment:**

AF = Application Form

G = Group Exercise

I = Interview

In-tray = In-tray Exercise

IT = IT Test

OT = Occupational Test

P = Presentation

PT = Psychometric Testing

Q/C = Qualifications/Certificates