



ETHOS AND PRINCIPLES

ARK supports people to live independently. This requires Support Workers to work autonomously and often on their own with the person. ARK expects Support Workers to embrace and demonstrate the principles of inclusion and the equality of opportunity.

The people who use our services must always be treated fairly and with respect. We expect staff to recognise and reflect on, the use and abuse of power and their responsibility to behave in a manner that expresses that understanding at all times. We work with people who are at risk of being marginalised or who feel excluded from their communities. The Support Worker can on occasions be the only support in a persons life to enable them to have a sense of purpose and dignity. This is a very great responsibility.

To support the role, ARK's Care and Support Team has developed an ethos and practice of management that places the same expectations on Management. How we ask our Support Workers to behave and what we ask them to think about in their relationship with the people who they support, we also ask our Managers to attend to in their relationship with Support Staff. Support Workers should experience the expression of the values in how they are supported to do their job.

PURPOSE OF POST

The key purpose of the post of Support Worker is to provide support to a tenant or service user to live independently and lead a happy and purposeful life. The Support Worker post requires the ability to carry out flexible shift patterns, including weekends and sleepovers. A number of functions that are required to facilitate this are detailed below under key responsibilities.

Post holders should be aware that all these responsibilities should be in support of the primary aim, which is to enable the wishes of service users to be met within legislative requirements, and within the policies and values of ARK.

The purpose of this job description is to provide an overview of the duties a support worker is required to carry out and it should be noted that a support worker may be required to carry out other duties, appropriate to the level of the post, as directed by the line manager.

KEY RESPONSIBILITIES

Communicate with & Complete Records for Individuals

1. Work with individuals and colleagues to identify the best forms of communication
2. Listen and respond to individual's questions and concerns
3. Seek additional advice and support for individuals where necessary
4. Communicate with individuals using their preferred means of communication & language adapting this as the needs of the individual change
5. Access and update records and reports as required whilst acknowledging confidentiality
6. Ensure that actions are carried out in accordance with confidentiality agreements, legal requirements and organisational policies, procedures and practices
7. Work with colleagues as part of an effective and efficient team within the service and organisation
8. Use information for problem solving and decision making purposes, both as an individual and as part of a team.

Support the Health & Safety of Yourself & Others

1. Carry out appropriate health and safety checks before work activities commence
2. Ensure awareness of and adherence to organisational health, safety and security procedures
3. Operate within the limits of the role and responsibilities in relation to health and safety, ensuring that actions taken support health and safety within the workplace
4. Ensure health and safety issues are reported to the appropriate people and that health, safety and security records are completed in accordance with legal and organisational requirements
5. Ensure that your own health and hygiene does not pose a threat to others
6. Check for hazards, health, safety and security risks whilst working and take appropriate action if there is the likelihood of an accident, injury or harm

7. Take appropriate and immediate action to deal with health and environmental emergencies, including fire, security, serious and minor accidents and incidents.
8. Accurately record and report accidents, incidents and emergencies according to organisational and legal requirements

Develop Your Knowledge & Practice

1. Self evaluate work and how well work activities have been carried out
2. Access and use appropriate support and information to improve work
3. Use new and improved skills and knowledge within working practice
4. Discuss develop and review the usefulness of new and improved skills & knowledge in relation to work activities
5. Actively share skills & knowledge that have been agreed are appropriate in relation to work activities

Ensure Your Own Actions Support the Care, Protection & Well-being of Individuals

1. Respect individual's choices & desire to care for themselves
2. Work to resolve conflicts to ensure that the individual's needs, wishes & preferences are met
3. Treat & value each person as an individual
4. Respect the dignity and privacy of individuals
5. Respect the individual's diversity, culture & values
6. Work in partnership with others to protect individuals from actual or likely danger, harm and abuse and observe signs and symptoms of actual or potential harm or abuse
7. Respond to situations and behaviour in ways that avoid putting yourself and others at unnecessary risk.

Supporting Individuals in their Daily Lives

1. Agree with individuals the support they require for their daily living, identifying your role in supporting them and identifying the boundaries of involvement
2. Provide active support to enable individuals to describe their daily lives & identify their support needs
3. Work with individuals to agree and clarify how they would like you to carry out the aspects of their daily living for which you are responsible, taking account of any risk assessments and working within legal and organisational requirements, policies and procedures
4. Help individuals access other support to promote their well being
5. Support individuals to develop and maintain social networks and supportive relationships

Support Individuals to Take Part in Development Activities

1. Involve individuals, key people and colleagues in consultations and decisions about the preferred and available options for individuals participating in development activities
2. Carry out role and responsibilities in supporting individuals throughout the activities, giving positive feedback and encouragement
3. Identify with individuals and key people any changes that need to take place to make the activity more effective
4. Support and encourage individuals and key people to provide evaluation information about the development activities in the most appropriate form, ensuring appropriate action is taken

ORGANISATIONAL

Under ARK's Continuous Learning Framework we are committed to the following principles:

- Providing access to good feedback
- Providing access to quality learning and development opportunities
- Ensuring a planned approach to learning and development
- Being an organisation which values learning
- Being an organisation which is open and inclusive
- Being an organisation which values health and well being