

Role Profile: Support Worker



Vision and Values

At Community Integrated Care we make a positive difference: we change lives by caring with passion, delivering life-changing support for people with support needs. Each and every one of us has the potential to do amazing things in our work, which means we can enrich the lives of the people we support, their loved ones and the communities we work in. Working here you'll feel at home: it's welcoming, friendly and warm. This is a place you can be yourself, you'll be welcomed no matter who you are. And when we all come together, as one team, we do amazing things and make a difference. We know that we are better together. We dare to challenge the expectations and perceptions of the social care sector by delivering world-class support, for which we're becoming known and trusted. With a relentless focus on quality, we strive to be the best care provider possible. At Community Integrated Care we all share a goal - we want the company to be the best it can be.

Main Purpose of the Role

To work as a team to enable the people we support to have choice and control over how they choose to live their lives. Providing safe and positive support in all aspects of daily living, ensuring physical, emotional and social needs are met in accordance with their care and support plans so people dare to reach their goals and aspirations to lead rich and fulfilled lives.

Key Accountabilities

1. Identify, escalate, and contribute to the management of any risks that could affect customer service or safety, or the effectiveness, quality, efficiency and compliance of an individual's activities, to ensure that the best interests of the people we support are always maintained.
2. To ensure the health, safety, and wellbeing of self, colleagues, and people supported by following the appropriate policies and procedures and escalating any concerns, complaints or poor practice.
3. To provide the best care and support possible, in accordance with a person's support needs and create personalised support plans using specialist knowledge, gaining input from other care professionals, so that people's holistic needs are supported.
4. Delivering care and support in line with co-produced plans, and establishing meaningful relationships with the people we support and their loved ones, to truly understand their needs, and ensure they feel engaged, involved and fulfilled.
5. Promoting operational excellence and person centred care for self and colleagues. Motivating and providing peer support to colleagues as required.
6. Highlighting own learning and performance needs, always striving to be the best they can be, and encouraging those around them to do the same. .

Competencies

Demonstrating Personal Qualities – A Place I Belong / Changing Lives

It's all about you...you'll have high level of self-awareness and enjoy developing new skills and abilities. Your values are important to you and aligned with ours – you work to a high standard and you'll always do the right thing.

Working with People – Better Together

We work better when we work together – you'll be a natural at developing relationships with others, working together as part of a team and encouraging others to contribute. A people person, you'll develop networks in your local community to enhance the lives of the people we support.

Leading/Managing Services – Purpose with Passion / Changing Lives

You're passionate about enabling people to live the life they want to lead. You accept your own mistakes and learn from them, rather than blaming others. You set a good example to others by role-modelling our values.

Delivering Results / Improving Services – Dare to be the Best

We all have the power to make a difference...you actively seek out opinions from people who use the service, their families and carers to make improvements. You're not afraid to speak out when it really matters, when you can see something that's not right. You're always looking for opportunities to develop and improve yourself and new ways of doing things where you think something can be done better.

Knowledge

- SVQ Level 2 Health and Social Care (Scotland) or Level 2 Diploma in Care (England) | Essential

Experience

- Experience of getting to know people individually and ensuring their needs are met in a way that is caring, kind and respectful. | Essential
- Experience of working independently | Essential
- Understanding of person centred support | Essential

For office use only

Date Created:

Agreed by:

NB: This role profile is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

This role profile is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.