

## JOB ROLE PROFILE

**Generic Job category:** Care and Support roles are customer facing, front-line delivery roles that require specific knowledge and skills relating to a specific subject area and that are aimed at delivering support services to a variety of clients and in a range of settings.

Post Title and Number: Support Worker Level 2

Present Grade: 5

Standard hourly rate: £13.03

Reports to (title): Team Leader

To apply to join the Talent Bank for this role - Please complete your C.V detailing work experience and qualifications and email to [talent@iwenfield.co.uk](mailto:talent@iwenfield.co.uk) All areas will be explored further if your application proceeds to interview stage.

Please note this work is being offered on an "as and when" basis and you will not be an employee of Independence & Well Being.

We look forward to receiving your application.

### Purpose of the Role:

Provide high quality and comprehensive support to the service user and empower them to plan, work towards and achieve their care and health outcomes.

Contribute to efficient service delivery as an individual and as part of a team, in accordance with local policies procedures and legislation.

### Supervisory responsibility:

No direct supervisory responsibility but would be expected to assist with the induction of staff, including on the job training of colleagues.

### Key Accountabilities:

1. As required within the service, work with service users to assess, design, plan, implement and support care plans/management of cases as directed by the line manager in order to maximise individual service user opportunity and development.
2. Assist with establishing, developing and sustaining effective working relationships with service users.

3. Provide appropriate and practical assistance and support to meet the needs and requirements of service users, individually and as a team.
4. As agreed within the service to undertake the role, duties and responsibilities of a key/case worker.
5. To assist the Manager/Team Leader in ensuring that service users have appropriate access to advocacy and where appropriate to the service, are empowered to self advocate.
6. Actively support and promote the inclusion and participation of service users using a range of interventions e.g. group work, user participation.
7. As discussed with the line manager, undertake relevant training and contribute to team workshops and other learning opportunities to promote good practice.
8. Co-operate and work with other professionals, carers and professional agencies involved in supporting service users and their families.
9. Be an active and constructive member of the team and assist in planning and implementation of events, groups and outcomes that achieve positive outcomes for the service and service users.
10. Work effectively to meet goals and targets and work to required deadlines, adhering to Departmental/service specific procedures, systems and policies i.e. Medication Policy Independence & Well Being's Code of Conduct and related policies i.e., Equalities & Diversity, Data Protection, Confidentiality etc.
11. Comply with Enfield Council's (Parent Organisation) financial regulations and be aware of the resources available within the specialist area, including other sources of funding so that maximum benefit is obtained for service users within budget.
12. Comply with a range of statutory requirements and legislation as directed by the line manager.
13. Comply with Enfield Council's data management policies and maintain accurate and up to information using the electronic recording system.
14. Carry out all accountabilities in compliance with Independence and Well Being's Policies and Procedures.
15. Drivers must have a full DVLA driving licence with a D1 category, to drive vehicles up to 16 seats, and will be required to pass Enfield Council's (Parent Organisation) driving proficiency assessment and medical.
16. The post holder may be required to undertake this role in another service area if business needs change.

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service

delivery. This may include working in any other service areas, and /or vary hours of work, as may be reasonably required of you.

#### **Key Relationships (Internal and External):**

Service Users  
Relatives  
Senior Managers  
Enfield Council staff  
External organisations

#### **Equality and Diversity:**

Independence & Well Being has a strong commitment to achieving equality in its service to the community and to staff and expects all people working in services to understand, comply with and promote its policies in their own work.

#### **Health and Safety:**

The post holder shall ensure that the duties of the post are undertaken with due regard to the Enfield Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and staff information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### **Corporate Health and Safety Responsibilities**

All staff have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Staff shall co-operate with Independence & Well Being by allowing it to comply with its duties towards them. This requires staff to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

Staff shall report all accidents, 'near miss's incidents and work-related ill health conditions to their manager/supervisor/team leader.

Staff shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as staff, line manager, Director or Managing Director.

#### **Information Security:**

In order to protect the confidentiality, integrity and availability of information, including information provided by customers, partner organisations, and other third parties, where applicable, staff will comply with Enfield Council's Information Security Policy.

#### **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Independence & Well Being is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and Independence & Well Being will ensure that recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff who work with or on behalf of children and young people in Independence & Well Being must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Independence & Well Being.



<p><b>Change:</b></p> <ul style="list-style-type: none"> <li>• understands and delivers organisational values</li> <li>• makes a positive contribution to the implementation of change</li> </ul>		
<p><b>Technical and Professional Skills:</b></p> <ul style="list-style-type: none"> <li>• Knowledge and experience of IT systems (Word, Carefirst, Outlook)</li> <li>• NVQ/QCF Level 3</li> </ul>		
<p><b><u>Essential Criteria</u></b></p> <ul style="list-style-type: none"> <li>• <b>NVQ/QCF Level 3 qualification</b></li> <li>• <b>At least 3 years' experience supporting vulnerable adults</b></li> <li>• <b>Full DVLA driving licence with a D1 category, to drive vehicles up to 16 seats.</b></li> </ul>		