

**Nickel Support - Job Description**

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**Job Title: Community Support Worker**

**HQ Location:** 16 The Parade, Beynon Road, Carshalton, Surrey, SM5 3RL

**Reports to:** Sarah Melder, Community Support Manager

**Hours of Work:** Monday-Sunday, various hours

**Total hours per week:** 37.5

**Salary:** £21,450

**Overall Purpose of the Job:**

The role involves supporting adults with learning disabilities on a 1:1 basis in their homes and in the community. The support is for people who have been assessed as needing assistance to live independently, to access their local community safely and constructively, and to develop healthy relationships.

**Main Duties and Responsibilities are to:**

1. Work towards delivering effective and meaningful outcomes for adults with a learning disability. The focus will be on making a real and positive difference to their lives.
2. Provide support and guidance that encourages the individual’s independence rather than dependence.
3. Be available for weekend and evening work.
4. Work creatively, flexibly and create opportunities to meet the needs of adults with learning disabilities.
5. Communicate effectively with adults with learning disabilities. This involves understanding the issues that are relevant to them, being able to listen and to engage.
6. Show empathy towards the people you are supporting.
7. Show patience, persistence, and tolerance in response to challenging behaviour.
8. Adhere to professional boundaries, and in compliance with professional boundaries, with reference to adult protection policies and procedures.
9. Conform to all policies, procedures and guidelines laid down by Nickel Support, in respect of carrying out these care duties and in other administrative aspects of the business, as relevant.
10. Take part in staff meetings and in training activities as directed.
11. Carry out accurately, and in a competent manner, instructions from managers and supervisors, adhering to the care plans of individual service users.
12. Actively talk and listen to service users, allowing for their personal choice.
13. Be familiar with Nickel Support's Health and Safety Policy and to promote safe working practices. To ensure full compliance with infection control procedures following company policy.
14. Be aware of the vulnerability of the people we support and be alert to the potential for abuse. To follow agreed local and national procedures for recognising and reporting situations that may put someone at risk or cause harm.
15. Ensure the general wellbeing, safety, and security of everyone who uses the service by continually assessing risk and following up on issues and concerns.
16. Develop positive working relationships with team members in any service you work and to carry out work in a way that provides support and encouragement to all team members.
17. Assist in the highest possible standards with regards to quality of life including those users who represent a challenge to the service.
18. Report and record any accident or incident which may occur – no matter how minor, whether to the service user or carer.
19. Report immediately any noticeable changes in health, behaviour, or circumstances of service users to management – maintaining the service user’s right to privacy and confidentiality.
20. Advise supervisors and/or managers of any perceived problems or difficulties experienced with the service provided to service users.
21. Make yourself available on a regular basis at an agreed, appointed time to assess and review your personal and professional progress which will be recorded on your personnel file, which is available for inspection on request.
22. Advise supervisors and/or managers of any ideas which might enhance or improve the level of service delivered to service users.
23. Perform other such duties as may reasonably be required.



**Nickel Support - Person Specification**

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**To apply for this job, you must be able to demonstrate and state on your application form how you meet the criteria below. Please address in turn as many points as you feel relevant.**

# ESSENTIAL:

Qualification/ Experience

1. Experience of working with people who have learning disabilities in groups and 1:1
2. Understanding and a commitment to learning about the needs and rights of people with learning disabilities

Knowledge/skills and competencies

1. Have a positive approach and desire to work with people with learning disabilities in a person centred away which achieves the best outcomes for people
2. Be able to work on your own as well as in part of a team
3. Ability to communicate in an effective and adaptive way
4. Be flexible and proactive in your approach to work
5. Be able to work with someone who needs extra support
6. Ability to quickly adapt to working with new teams and environments, pick up routines and procedures
7. Ability to handle difficult situations and challenging behaviour in a professional way
8. Ability to write clear reports (including incident reports)
9. Awareness of Health and Safety and potential hazards

# DESIRABLE:

1. Full, clean British driving licence
2. Be experienced in supporting individuals to develop independent living skills.