

**Job title:**  
**Support Worker**

**Line manager:** Team Manager/Assistant Team Manager/Deputy Team Manager

**Grade (if applicable):** C11

**Direct reports:** None



#### **Role context:**

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care and support to people who are socially excluded, disabled, unwell or homeless.

#### **Purpose of Role**

As a care support worker you will assist people to live well, be independent and connected to their own community. You will support people with kindness and compassion ensuring that they are assisted to make choices and be involved in all aspects of their life. You will work within agreed boundaries, following operational guidance, policies and procedures. You will advocate for the people you support so that they are protected from harm and able to exercise their human rights.

#### **Key Responsibilities**

- Provide social, practical and emotional support to customers so that the individual supported can achieve their personal goals and aspirations.
- Where required support people with all activities of daily living including providing personal care in a way that respects their dignity.
- Participate actively in personalised support planning, ensuring that the person we support has maximum choice and control in their life.
- Support individuals to pursue hobbies and leisure activities at home and in their community.
- Bring ideas and enthusiasm to your role, search out new and innovative opportunities with the people you support.
- Protect the safety of the people you are supporting, following all management plans consistently including those relating to health, diet, medication, finances and behavior.
- Be observant to changes in the happiness and wellbeing of the people you support raise concerns and get help where required.
- Report concerns about abuse or safeguarding issues as per policy.
- Assist the people you support in the day-to-day management of their homes, liaising with the Landlord about the maintenance and upkeep of the premises and all fixtures and fittings where required.
- Support individuals to develop and maintain positive and effective relationships with their family, friends, carers and other professionals.
- Assist people to observe religious, cultural, and personal beliefs.
- Promote self-advocacy and advocate where appropriate on behalf of the people you support.
- Actively Participate in customer reviews, team meetings and training courses, as required.
- Maintain accurate records and undertake service checks and audits as required by role.
- Comply with and demonstrate commitment to Peabody's equality and diversity policy.
- Undertake any other reasonable requests from your manager.

#### **Corporate Responsibilities**

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- Play an active and key role in achieving the your teams objectives.
- Represent the interests of your team with stakeholders that you meet during the course of your work.
- Be professional and promote positive joint working between relatives, other departments and partners.
- Play your part in ensuring that we deliver a quality service where risk is well managed.
- Understand and abide by the organisation and regulatory rules that apply to your service including those set by the CQC.
- Ensure that you understand the quality standards that apply in your service, play your part in ensuring that these are achieved and report any concerns immediately.
- Contribute to the delivery of a learning culture which is open and honest.
- Be open to feedback learning from mistakes, complaints and service reviews.
- Follow policies and procedures.
- Externally represent and promote our service well by being reliable, responsive and professional.
- Maintain accurate record and appreciate the importance of confidentiality and data protection.
- Abide by and promote a positive health and safety culture, ensuring, as far as practicable, that activities are carried out in accordance with Peabody Health and Safety policies and procedures.

### **Additional responsibilities**

- To be able to work across the care and support directorate as required and requested by line management. To be able to fulfil and provide a service across a 24/7 pattern including weekend and bank holidays as required. To be able to undertake either a waking night or sleep in duty as required. To be able to undertake a full range of manual handling tasks, including assistance with personal care, hoists, wheelchairs and general household tasks including shopping.
- If you accept a job in Peabody's care and support services then we expect that you will be as committed to providing excellent customer service as we are – whether you are in direct contact with customers, speaking to them on the phone or dealing with internal colleagues, we expect you to meet the very highest standards of customer service at all times.
- We expect you to be as passionate as we are about making a real difference to people's lives, and supporting them to be as independent, safe, healthy and happy as they possibly can be.
- You need to be kind and empathetic, and respect the individual characteristics and needs of the very diverse range of customers you'll be dealing with and you'll need a sense of humour, an approachable manner and the resilience to cope with a busy, challenging and emotive job.

### **Skills/Experience required**

#### Personal qualities

- Passionate about making a real difference to people's lives, and supporting people to be independent, safe, healthy and happy.
- Concerned about social justice and the rights of people who experience discrimination
- Non-judgmental, compassionate, kind, empathetic and courageous, brave enough to report concerns if observed.
- Sense of humour, an approachable manner and the resilience to cope with a busy, challenging and emotive job.

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- Able to work flexibly to work additional hours outside of contractual hours to meet operational needs at times of emergency or crisis.

#### Experience

- Experience of providing support to the designated client group either in a volunteering or professional role

#### **Skills and abilities:**

- Ability to communicate effectively with customers, staff and stakeholders in plain, easy to understand English, both in writing and verbally.
- Ability to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it.
- Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Excellent time management skills and ability to meet deadlines and achieve goals.
- Basic IT skills to include use of Microsoft Office and ability to maintain electronic records, with attention to detail.
- A DBS check result which is satisfactory to Peabody.

#### Essential requirements

- GCSE English or equivalent
- DBS that is satisfactory to Peabody

#### Desirable

- Care Certificate
- NVQ Level in Health and Social Care or equivalent, although training will be given
- Experience of providing care and support to vulnerable people in the community or within a supported living environment

### **About you:**

#### **You will be:**

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#### **You will have:**

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