JOB DESCRIPTION

DEPARTMENT: Support Services Team
JOB TITLE: Support Worker
REPORTS TO: Support Services Manager
HOURS: 0 hours, Bank staff

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1. JOB PURPOSE

To assist the Support Manager and team members to ensure the delivery of a quality, person centred, community-based support service for Deaf and Deaf-blind adults living in Sefton, Wirral and Liverpool.

2. PRINCIPAL ACCOUNTABILITIES

a. To enable and empower clients in their home environment and the local community.
b. To promote personal, social, and everyday skills.
c. To ensure that the support provided is consistent with the quality and standards required by all current and relevant social care legislation.
d. To adhere with the agreed policies and procedures of MSDP
e. To be an effective and professional member of the Support Service.
f. With guidance and support from the Support Manager to deliver agreed tasks as part of all clients' Support Plans.
g. To work alongside clients as identified in the Support Plan.
h. To enable clients to be part of community life by using local facilities and services in the area.
i. To participate and contribute to the Support Team meetings as directed by the Support Service Manager.
j. To identify where individual needs are not being met and raise possible solutions with the Support Service Manager.
k. To participate in the agreed staff rota system and to be part of the emergency cover rota.
l. To contribute to the smooth running of the Support Services through the use of the agreed administrative procedures.
m. To record detailed personal records of all the work completed and submit notes on the charity's client management system.
n. To follow safeguarding and incident reporting procedures.
o. To ensure that all actions and procedures relating to the Person-Centred Programmes (Support Plan) are carried out at all times.
p. To follow all other administrative procedures as directed by the Support Manager.
q. The postholder may be required to undertake additional tasks or duties not specifically outlined in this job description, in response to the needs of the service. These duties will be in line with the individual's skills and competencies, and the postholder will be expected to be flexible and adaptable in their approach to meeting the evolving needs of the role and the organisation.

3. KNOWLEDGE AND EXPERIENCE

Experience:
Experience in a care or support worker role, ideally within a home care or community setting.
Experience of working with individuals with sensory loss, physical disabilities, learning disabilities, or mental health conditions.
Experienced in Deaf-blind tactile communication methods.
Knowledge of British Sign Language or

Understanding of Person-Centred services:
Proven experience in delivering person-centred care and supporting clients in developing and maintaining independence.
Experience in implementing and reviewing individual Support Plans in collaboration with clients and team members.

Knowledge of Relevant Legislation and Best Practices:
An awareness of social care legislation, including the Care Act 2014, Safeguarding Vulnerable Adults, and the Health and Social Care Act 2008.
Familiarity with the Equality Act 2010, Mental Capacity Act 2005, and other relevant social care policies and procedures.

Safeguarding Awareness:
Experience of adhering to safeguarding policies and procedures to ensure the safety and well-being of vulnerable adults and children.
Knowledge of how to report and escalate concerns regarding safeguarding, including experience following safeguarding protocols.
Experience in following incident reporting procedures, ensuring that appropriate actions are taken and that incidents are documented thoroughly.

Communication and Teamwork:
Experience in working within a team and the ability to communicate effectively with colleagues, clients, and external professionals.
Demonstrated ability to contribute to team meetings, share observations, and collaborate on the development of care/support strategies.
Administrative Skills:

Experience in maintaining accurate client records and using digital client management systems for reporting and tracking progress.
Ability to complete detailed daily logs, incident reports, and care plans.

Practical Support Skills:
Experience in supporting clients with daily living tasks, such as meal preparation, shopping, and accessing community services and hobbies.
Understanding of how to promote and encourage personal, social, and life skills development.

Flexible Working and Rota Participation:

Willingness and experience in working flexibly as part of a rota system, including supporting colleagues with emergency cover where necessary.

Training and Professional Development:
Willingness to undertake training to meet the specific needs of clients and stay current with social care best practices, including British Sign Language training where needed.

Experience or willingness to undertake mandatory training such as Care Certificate, Safeguarding Adults, and Health and Safety.

Cultural Sensitivity and Equal Opportunities:
Ability to work effectively with individuals from diverse backgrounds and cultures.
Understanding of the importance of promoting equality, diversity, and inclusion in all aspects of support – including an awareness of Deaf culture.
Be qualified to NVQ level Social Care 2 (or equivalent) standard or be willing to work towards it.

Full Driving Licence, with access to a car insured for business use.

4. RELATIONSHIPS:
a) Supervisory responsibilities:
None

b) Supervision Received
The post holder will report to the Support Services Manager for instruction and guidance. The post holder will perform duties without direct supervision.

c) Other Contacts:

i. Frequent contact with MSDP staff at all levels to answer social care and community issues to ensure that the correct procedures are followed

d) Outside MSDP:

i. Contact with social care, statutory and third sector organisations
ii. Deaf, Deafblind and Hard of Hearing Community groups

5. CONTEXT:

a. **Operating Environment**:
The post holder will assist in the provision of community-based support services. Hours of work will be over 7 days in accordance with the standard working to meet operational needs.

b. **Framework and Boundaries:**
Care Act 2014, Safeguarding Vulnerable Adults, and Health & Social Care Act 2008.
Equality Act 2010, Mental Capacity Act 2005
Health & Safety at Work Act 1974

All social care policies and procedures, codes of practice and guidance notes including, Personal Protective Equipment and Health and Safety Training.

6. Organisational Values
MSDP are PROUD to be inclusive. The postholder will adhere to the charity's values of **P**rofessionalism, **R**espect, **O**pen communication, **U**nique – celebrating difference, and **D**eaf first.

PERSON SPECIFICATION: Support Worker

	Essential	Desirable
Experience in a care or support worker role, ideally within a home care or community setting.	X	
Deafblind Communicator Guide qualification, or willing to undertake training in Deafblind communication skills.	X	
British Sign Language skills	X	
Be qualified to NVQ/ILM NVQ level Social Care 3 (or equivalent) standard.		X
Ability to promote and encourage a client's personal, social, and life skills development.	X	
Proven experience in delivering person-centred care and supporting clients in developing and maintaining independence.	X	
Knowledge of the needs of people with hearing or sight loss	X	
Knowledge of Social Care and Health and Safety legislation		X
IT skills in order to utilise software on work mobile phones or work laptops to undertake the role	X	
Ability to communicate effectively and with respect within the organisation as well as external organisations and clients.	X	
Experience in maintaining accurate client records, including care logs, reports, and updates within client management systems.	X	
Understanding and experience in safeguarding vulnerable individuals and adhering to safeguarding policies and procedures.	X	
Knowledge of how to report and escalate safeguarding concerns in accordance with established protocols.	X	
Ability to work as part of a team, contributing to team meetings and collaborating on support strategies.	X	
Full clean driving licence and/or access to vehicle for business use	X	