

## **JOB DESCRIPTION**

**DEPARTMENT:** Community Support Services Team  
**JOB TITLE:** Support Worker  
**REPORTS TO:** Community Support Services Manager  
**DATE:** Ongoing

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### **1. JOB PURPOSE**

To assist the Support Manager and Team members to ensure the delivery of a quality community-based Support Services for Deaf and Deafblind people living in the Merseyside area.

### **2. PRINCIPAL ACCOUNTABILITIES**

- a) To enable and empower customers 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 legislation and Supporting People requirements.
- d) To adhere with the agreed policies and procedures of MSDP
- e) To work as an effective and professional member of the Support Team.
- f) With guidance and support from the Support Manager to follow through the agreed tasks as part of all clients' Support Plans.
- g) To work alongside clients as identified in the Support Plan.
- h) To support and guide the individual client to take responsibility for as many of the tasks as possible for themselves.
- i) To enable clients to be part of community life by using local facilities and services in the area.
- j) To participate and contribute to the Support Team meetings as directed by the Team Leader.
- k) To identify where individual needs are not being met and raise possible solutions within the Support Team meetings.
- l) To participate in the agreed staff rota system and to be part of the emergency cover rota.
- m) To contribute to the smooth running of the Support Services through the use of the agreed administrative procedures.
- n) To record detailed statistical personal records of all the work completed and submit to the Team Leader as agreed.
- o) To follow incident reporting procedures so that the Team Leader, Operations Manager/S.W./Community Services, and/or the Chief Executive is informed at the earliest possible opportunity.
- p) To report such incidents to the Team Leader.
- q) To ensure that all actions and procedures relating to the Person-Centred Programmes (Support Plan) are carried out at all times.

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- r) To follow all other administrative procedures as directed by the Support Manager.

### **3. KNOWLEDGE AND EXPERIENCE**

Be qualified to NVQ/ILM NVQ level Social Care 3 (or equivalent) standard.

Knowledge of British Sign Language.

Be willing to learn Deafblind Communicator Guiding.

A minimum of 3 year's social care experience in order to able to act efficiently and effectively.

Knowledge social care and health and safety legislation is essential so that correct advice may be given.

Experience in risk assessment procedures and in implementing safety audits, support, and rota planning.

IT/computer skills are essential in order to utilise software used to undertake the role.

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 Community 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 the Social Care, statutory and third sector organisations
- ii) Deaf, Deafblind and Hard of Hearing Community groups

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### **5. CONTEXT:**

#### **a) Operating Environment:**

The post holder will assist in the provision of Community Services, social care advice to all MSDP staff.

Hours of work will be over 7 days in accordance with the standard working to meet operational needs.

#### **b) Framework and Boundaries:**

Social Care Policies

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.

Social Care Operational Policy and Procedure