

Job Description

Job Title: Voluntary Support Worker

Reports to: Services Manager (Learning Difficulties)

Based at: Oak Trees, Attleborough and Outreach Contracts across Breckland)

Hours: As Agreed



Key Objectives of Role

1. To support Community Support Workers in providing a service to people with learning difficulties and others within the community.
2. To work within a team to support and develop the independence of service users.

Main Responsibilities

1. To work within the team and in partnership with others to ensure that, this service is of a high standard.
2. To undertake tasks with the users of the service which ensure their physical and emotional wellbeing.
3. To maintain high standards in relation to Safeguarding and establish positive and trusting relationships with service users, respecting at all times professional boundaries and their dignity and rights.
4. To support service users to achieve their individual goals and aspirations.
5. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives.
6. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and service users.

Key Tasks

1. To create, maintain, monitor and develop high standards of practice through team working.
2. To attend and take an active part in team meetings, ensuring they are used for open and honest discussion that enhances good practice.

3. To act in a way that supports an open and honest team process and thus ensures that the team works efficiently and effectively.
4. To receive support and supervision from line management, identify training needs and develop plans to meet those needs.
5. To undertake any training that is agreed to be necessary for your role including the Care Certificate and where necessary, registration on the Learning Difficulties Award Framework.
6. To undertake training to help you maintain a level of proficiency in First Aid.
7. To maintain a knowledge and understanding of procedures in case of emergency.
8. To undertake domestic tasks, usually in association with service users, to ensure proper standards of health, hygiene and catering.
9. To support service users in undertaking menu planning, shopping and food preparation.
10. To identify any actual or potential risks under the Health and Safety at Work Act and bring them to the attention of the Services Manager.
11. To help in the monitoring of the health and welfare of service users, always aiming to achieve in practice the principles of independent living.
12. To liaise with the carers and supporters, ensuring that their views and those of the service user are heard.

Person Profile

Selection Criteria A = Application form I = Interview T = Test D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience: 1. Proven track record in a care and/or support role. 2. Experience of providing a service to people with a learning difficulty.	D D	A, I A, I
Qualifications: 1. Basic Food Hygiene Certificate, First Aid Appointed Person, Manual Handling. 2. NVQ in Care (Level 2) or Health and Social Care Diploma.	D D	A A
Skills: 1. Empathy - with service users. 2. Conscientiousness, care and compassion. 3. Good communication skills both verbal and written English. 4. Ability to advocate on behalf of service users. 5. Full, clean driving licence.	E E E E D	I I A, I I A, I