

JOB DESCRIPTION

SUPPORT WORKER (PART TIME)

JOB TITLE:	Support Worker
BASE:	Reablement & Wellbeing Centre, Frenchay & Outposts (as designated)
RESPONSIBLE TO:	Services Manager

ROLE

To meet both individual and group needs of the brain injured by enabling them to maximise their independence by offering activities within and outside of the centre(s). To support individuals with personal and physical care when and as necessary.

DESIRABLE EXPERIENCE

Ability to work as part of a team and on own initiative.

Experience of working in a caring environment and be able to communicate effectively both verbally and in writing.

Capable of carrying out project work and appropriate individual activities according to the needs of the brain injured.

DESIRABLE QUALIFICATIONS

Minimum NVQ2 Qualification in Health Care or equivalent qualification/experience.

WORKING RELATIONSHIPS

To develop and maintain effective working relationships with staff, volunteers, service users and their families/carers. Welcoming visitors to the Centre and communicating with transport providers, work experience students, therapists, charity donors and community partners.

SKILLS REQUIRED:

1. The ability to research, plan and carry out activities within and outside of the Centre(s).
2. A good sense of humour, plenty of enthusiasm, adaptable and able to use own initiative.
3. An awareness of the sensory, cognitive and physical disability of a person who has sustained a brain injury and able to support service users who have complex needs and behavioural problems.
4. Working flexibly and responsively and carrying out detached work to ensure accessibility of services.
5. The skills to manage a small team of volunteers and workplace students and delegate tasks appropriately. Have good written and recording skills to carry out admin duties as required and contribute to the maintenance of service users' records and progress reports.
6. A pro-active and reliable team player.
7. A driving licence and car is required (mileage paid) and ideally a mini-bus qualification (or willing to be trained as a driver – must be eligible to drive ie., Category D1).

MAIN RESPONSIBILITIES

1. To provide a warm and friendly welcome to service users and visitors to the Centre and as part of the Reablement & Wellbeing team, ensure that the facilities are clean and tidy and activities are ready to run each morning.
2. To ensure that the highest standard of care is provided to the service users whilst ensuring that the health and safety requirements and anti-discriminatory practices are adhered to.
3. To provide support to services users in groups and on a one-to-one basis and, where required, picking up and dropping off services users who do not have transport to and from the Centre.
4. To prepare the mini-bus for external activities ahead of taking them out (checklist to cover routine H&S, fuel and general maintenance) and ensuring the safety of passengers including those in wheelchairs.
5. To liaise with staff in the team and team lead and pass on any relevant information with regard to the services users, volunteers and running of the Reablement & Wellbeing Centre.
6. To inform the Services Manager of the non-attendance of service users and volunteers.
7. To record in the service users' progress reports and care plans all physical, cognitive and behavioural improvements or deterioration observed and report these as appropriate.
8. To support and assist the service users with personal care tasks where necessary in accordance with individual care plans.
9. To support and assist the service users with the provision of food and beverages in accordance with individual care plans.
10. To work with our day centre based volunteers, promoting inclusion and a cohesive team environment, sharing ideas and working with them to ensure a happy welcome to all our service users and visitors.
11. To be a key worker with service users and volunteers and to act as a mentor and buddy to new starters and workplace students.
12. To ensure that the day room, dining room, kitchen, art therapy and relaxation rooms are kept safe, clean and tidy and health and safety policies and procedures are adhered to.
13. To oversee the purchase of provisions and materials, and to collect and record all monies received.
14. To participate in the organisation's appraisal system and attend regular supervision sessions and training days as and when required for professional and personal development so that the objectives of Headway Bristol are met.
15. To bring to the attention of the Services Manager any defects or damage to contents and equipment within the centre and ensure that health and safety requirements are adhered to.
16. To ensure that the all equipment is switched off ie., computers, fans/heaters, lights and activities are cleared away before securing the Centre at the end of the day's session.

17. To ensure that all policies and procedures of Headway Bristol are observed (copies of which are held in Headway Centre).
18. To work in partnership with other professionals and accept advice and input from outside professional bodies and endeavour to act on this advice as appropriate.
19. To undertake any other reasonable request or responsibility which may be deemed necessary, in the interest of the service users and the efficient and effective running of Headway Bristol.
20. To be open to ongoing learning, development and changes to improve the running of all our services.
21. As a member of a Charity organisation, to provide volunteer support with at least two events throughout the year and to help with fundraising and raising the profile of brain injury.