



## **The Hamlet Adult Services – Supporting Adults with Disabilities and Complex Health Needs.**

**Job Description and Person Specification:** Support Worker Adult Services.

### **Purpose of the Job**

You will work in our Marion Road Day Service. The Hamlet Adult Services provide support to young adults with disabilities and complex health needs through a wide range of individual and group activities. The post holder will work as part of a team to support Hamlet Users with their specific needs/activities. We aim to ensure that Hamlet Users, whatever their ability, can take as full as a part as possible in all activities.

**Management:** The post is managed by the Adult Services Manager and ultimately the Adult Services Operations Manager.

### **Role:**

- To support Hamlet Users as identified in their Support Plan.
- To support Leads in designing and running sessions.
- To run planned sessions in the absence of the Lead.
- To act as key worker for named Hamlet Users.
- To liaise with families, carers and other professionals with agreement from the coordinator on a regular basis.
- To work with Hamlet Users in providing information for review meetings and to attend such meetings as required.
- To support Hamlet Users on Centre vehicles, public transport or on foot as required.
- To assist and support as necessary during lunchtimes and break times with food and drink.
- To support Hamlet Users with personal care needs.
- To use techniques to support Hamlet Users with difficult behaviours.
- To support Hamlet Users with health needs.
- To witness and if required to administer medication under the advice and supervision of the coordinator.
- To support and mentor volunteers and placements.
- To be familiar with and work within the policies and procedures of The Hamlet.
- To take part in team meetings, supervision, appraisal and training as required.

**The building and environment:**

- Ensure that the site is kept safe and secure by carrying out visual risk assessments before and during activities.
- Maintain equipment at all times and report any damaged or faulty equipment as soon as possible.
- Ensure all equipment is used in accordance with user instructions.
- Ensure that he/she is familiar with Health and Safety policies and procedures, including fire safety and have practice in this.
- Maintain a clean, tidy and secure environment, treating buildings and equipment with respect and care.
- Follow Infection Control and prevention measures and report any concerns.

**Day Service / Out of Hours Team**

- To support colleagues on a day-to-day basis.
- To support volunteers and placements in sessions.
- Communicate with team members to ensure all activities and tasks are understood and completed.
- Attend and contribute to staff and end of day meetings.
- Attend and contribute to supervisions and appraisals.
- Attend training and learn new skills with which to develop an understanding of good practice, as required by The Hamlet.
- Contribute to the development of the service.

**Hamlet Users**

- Be aware and understand the Adult's Safeguarding Policy and ensure that any concerns about a Hamlet User's safety or welfare are dealt with according to the policy and procedure of The Hamlet.
- Ensure that you are aware of any changes in the needs of the individual Hamlet Users by reading support plans and associate paperwork.
- To be flexible and adapt to the changing needs and wants of Hamlet Users.

- Treat Hamlet Users with respect and dignity. Treat them as adults and support to make informed choices and be involved in the life of The Hamlet.

### **Record Keeping**

- Maintain accurate up to date records, making sure they are clear and understandable.
- To complete all daily records by the end of the day.
- Update person centred support plans as changes happen and review regularly.
- Maintain confidentiality of records and information relating to Hamlet Users.
- To be able to understand and follow The Hamlet risks assessments, policies and procedures.

### **Conduct**

- At all times to uphold the aspirations and beliefs of The Hamlet Charter
- At all times you are a representative of The Hamlet and must consider appropriate dress and conduct.

### **Other Duties**

- Undertake other duties as required by the Adult Service.

### **Person Specification**

1. A willingness to undertake training and complete all mandatory training (Essential)
2. A level 2 or 3 qualification in Health and Social Care (desirable)
3. Some experience of caring for people in either a professional or personal situation (Desirable)
4. Enthusiasm and a positive attitude (Essential)
5. To be caring, patient and sensitive to the needs of Hamlet Users (Essential)
6. Good communication skills; written, oral, listening and the ability to communicate effectively and adapt communication to the needs of each Hamlet User (Essential)
7. A good level of written and spoken English (Essential)
8. Emotionally support Hamlet Users and their families (Essential)

9. Ability to work in a physically demanding role that involves pushing wheelchairs and operating manual handling equipment (Essential)
10. Satisfactory Enhanced DBS check and references (Essential)
11. Excellent team player and be flexible in your approach to work (Essential)
12. An understanding of the importance for all Hamlet Users to be treated and valued as unique individual people who deserve, to be given choice, be involved, to have fun, new experiences and opportunities (Essential)
13. The ability to communicate with a wide range of people of differing abilities (Essential)

**You should have or be willing to develop:**

1. An understanding of the experiences of disabled people and their families, and an appreciation of the barriers to inclusion that they may face.
2. An understanding of safeguarding vulnerable adults.
3. An understanding of equal opportunities and diversity.

**The following are not a requirement but would be a positive contribution:**

1. A full driving licence
2. IT skills