



Your job

Job Title: Apprentice Support Worker

Service: Inhouse Support Services

Grade: Apprentice Salary

Reporting to: Learning & Development Lead

As a Health & Social Care Apprentice, you will be expected to provide support to the staff and customers at various placements within Inhouse Support Services throughout the Wigan and Leigh area- Day Opportunities, Supported Living, Respite, Residential, Mental Health services.

As an apprentice support worker, you will be a part of a team supporting customers with varying levels of needs and abilities with learning disabilities, autism, dementia and/or complex health with everyday life skills depending on the service area providing support at mealtimes, carrying out general housekeeping duties and activities. You will be required to help deliver a high standard of care and support in line with the customers support plans.

You will also be required to spend a proportion of your time undertaking a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation.

This will be an opportunity to learn and develop through the programme and gain valuable experience in a Social Care setting about the role as a Support Worker.

On successful completion of your apprenticeship, there will be the opportunity to progress into a permanent Support Worker role, subject to availability. You must however be required to demonstrate competencies, TeamWigan behaviours and attainment of the apprenticeship qualification.

As part of Wigan Council's *Progress with Unity*, you will contribute to a culture that values collaboration, inclusivity and shared purpose across all services. In your role, this means working closely with colleagues, customers and partners to deliver joined-up, person-centred support, helping to strengthen communities and improve outcomes for the people we support.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

- Work as part of a team with support workers to deliver the care required by customers
- Complete Induction, shadowing, attend mandatory face to face training and complete mandatory eLearning
- Provide assistance to support workers within the service including inhouse/ offsite activities including the setting up and tidying up of activities
- Promote positive relationships with customers, their families and health professionals
- Promote health & wellbeing to support customers to live a healthy and happy life
- Complete any documentation. i.e. communication books, diary sheets legibly and inline with service requirements
- Work with an asset based approach promoting individual choice
- Operate inline with Wigan Council policies and procedures
- Complete the Adult H&SC Level 2 Apprenticeship programme.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

You will have the opportunity to develop:

- Confidence to liaise with parents, carers and other professionals
- The ability to read and understand support plans and other documentation relating to the customers
- An understanding of people accessing our services
- The ability to assist people to access their local and wider community

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- GCSE's 9-4 in Maths & English or equivalent (desirable but not essential)
- Good communication skills
- The ability to work with own initiative or as part of a team
- The ability to be flexible and adapt to the needs of the service and people who access the service
- The ability to complete the relevant apprenticeship qualification

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”