
Your job

Job Title: Support Worker

Service: Respite services

Grade: G4

Reporting to: Team leader

Your role will be to provide high quality care at our respite services. You will support customers to maintain a high degree of health and wellbeing by providing high quality care within provider services ensuring that they are treated with respect and their dignity is maintained.

Our customers have a varying level of complex needs, and you will be required to deliver a high standard of care and provide support for them in accordance with individual support plans. You will offer support to encourage them to realise their goals and aspirations and you will also assist them to develop strong links within the community.

You will be required to work on a rota basis which will include weekends and bank holidays and unsociable hours and required to work flexibly to meet the needs of the service.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) 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:

In the next 12 months, you will:

- Identify new opportunities to enrich customers' social lives and promote independence.
- Monitor health and wellbeing
- Establish rapport with customers, carers, families, and professional
- Complete required training and remain up to date on protocols
- Share ideas, participate in service improvements, and learn from others

On an ongoing basis you will:

- Support individuals with daily activities to maintain health and wellbeing.
- Use an asset-based approach to support customers with their aspirations and achievements, including support in all decision making related to the support they receive.
- Make connections with the local and wider community offering opportunities for our customers.
- Liaise with other agencies and professionals such as social workers, OT and Learning disability nurses.
- Provide a network of support and build positive relationships with carers.
- Work with customers in a person-centred way that respects people's individuality and promotes choice and control.
- Support customers with all aspects of personal care needs promoting respect and dignity at all times.
- Monitor and record the health and wellbeing of customers.
- Administer prescribed medication in line with policies and procedures to ensure safe administration of medicines at all times.
- Be an active member of the team to develop new ways of working and support innovative and creative ideas.
- Monitor and maintain quality assurance frameworks in line with Care Quality Commission Regulations
- 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:

- Experience of working within a social setting
- Effective interpersonal skills with customers, carers and other professional colleagues
- Excellent ability to understand the customers' needs and wishes and be able to support them in a person-centred manner.
- Excellent communication skills both oral and written.
- Understanding of Progress with Unity and how to implement this within Provider services.
- The ability to work on your own, unsupervised or as part of a team.
- The ability to support individuals with complex needs or disability
- An awareness and understanding of procedures, standards, and quality frameworks within Care Quality Commission regulations.
- The ability to develop positive relationships with customer, families, agencies, and other relevant professionals to maintain high quality care.
- The ability to be flexible to meet the needs of the customer and the service including the ability to work on a rota basis which includes weekends, bank holidays and unsociable hours consisting of
- the following shifts: 06.30-10.30 15.00-21.00 and 15:00-22:00

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. ”