Your job

Job Title: Support Worker

Service: Housing with Care – Supported Living Services

Grade: 4

Reporting to: Team Leader

Supported Living Services forms part of our People Directorate under Housing with Care. We support adults with learning disabilities in various models/types of accommodation in the Wigan and Leigh area.
As a support worker, you will be part of a team supporting customers within their own homes and you will be offering them support with everyday life skills and activities. Our customers have varying levels of support needs and you will be required to deliver a high standard of care and provide support in accordance with individual support plans. You will encourage customers to realise their goals and aspirations and you will also assist in developing strong links within the community.

The post will require you to work weekends, bank holidays and unsociable hours.

This post is subject to an enhanced disclosure check.

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.

In this job you will:

On an ongoing basis you will:

- Support customers with complex needs and challenging behaviour in their own homes, in accordance with individual support plans.
- Update individual support plans and other relevant documentation, including risk assessments as and when required.
- Work with individuals in a person-centred way that respects their individuality and promotes choice and control.
- Administer prescribed medication in line with policies and procedures to ensure safe administration of medicines at all times.
- Safeguard customers from abuse and maintain support in accordance with The Wigan Council's Safeguarding Policy.
- Respond to incidents and emergencies
- Develop and embrace new ways of working to improve the service.
- Ensure support offered to individuals is in accordance with health and safety guidelines and appropriate policies and procedures.
- Report all incidents as required
- Report all repairs required for example equipment property repairs.
- Monitor and maintain quality assurance frameworks in line with Care Quality Commission Regulations.
- Ensure you operate within UK GDPR 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:

- An NVQ level 2 / Care Certificate (or equivalent qualification) or an equivalent level of experience.
- An awareness and understanding of procedures, standards and quality frameworks within Care Quality Commission regulations.
- A knowledge and understanding of The Care Act.
- Excellent communication skills, both oral and written
- The ability to develop positive relationships with customers, families, agencies and other relevant professionals to maintain high quality care.
- The ability to work on your own, unsupervised or as part of a team.
- The ability to support individuals with complex needs or disabilities.
- 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.

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.