



Your job

Job Title: Mobile Support Worker

Service: Supporting Excellence Team

Grade: G4

Reporting to: Assistant Quality Performance Manager

The Supporting Excellence Team is responsible for assisting service areas in the effective and efficient use of resources. We help provide support to customers in residential, supported living, extra care and day opportunities. Your role will be to provide high quality care and cover across the Wigan borough for customers in various locations within provider services. In the role of mobile support worker, you will support customers to maintain a high degree of health and wellbeing by providing high quality care across various locations within provider services ensuring that customers are treated with respect and their dignity is maintained. You will also need to be available to work at short notice for cover purposes. 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.

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 (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:

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 Safe Guard 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 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:

- 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 customer, 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. Be available to work at short notice covering annual leave, sickness and other emergency situations

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. ”