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## Your job

**Job Title: Support Worker**

**Service: Day Opportunities**

**Grade: Grade 4**

**Reporting to: Establishment Manager**

The role involves supporting people who attend the Day Service to live fulfilling and meaningful lives, promoting dignity, respect, independence, and inclusion at every opportunity. Person-centred support is provided with daily living skills, social and community-based activities, and health and wellbeing needs, recognising and valuing each individual's strengths, preferences, and aspirations.

Through positive relationships and a strengths-based approach, individuals are empowered to exercise choice and control, achieve personal goals, and develop confidence and independence. The role also contributes to building and maintaining community connections that promote belonging, participation, and inclusion.

Working as part of a supportive team, the focus is on delivering high-quality, compassionate support in line with individual support plans, while responding flexibly to the needs of the service and the people who access it.

### **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.

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## **In this job you will:**

- Support individuals to maintain their health, wellbeing and independence through meaningful daily activities.
- Use an asset-based approach empowering customers with their goals, aspirations and outcomes.
- Work with customers with varying needs such as complex health, learning disabilities and behaviours that challenge.
- Deliver person-centred support in line with individual support plans, risk assessments and agreed outcomes.
- Support individuals to access community opportunities.
- Provide personal care, moving and handling support, and assistance with health-related needs in accordance with training, policy and procedures.
- Promote dignity, choice, respect, safeguarding and equality of all aspects of the service.
- Support individuals to manage their medication and effectively in accordance with policies and procedures.
- Be an active member of the team to develop new ways of working, and support innovative and creative ideas.
- Maintain accurate and respectful records that support effective communication, accountability and high quality care.

## **On an ongoing basis you will:**

- Build and maintain positive professional relationships with customers, families, carers and partner agencies.
- Promote positive outcomes through a proactive and person-centred approach, using Positive Behaviour Support strategies to enhance wellbeing and quality of life.
- Attend team meetings, supervision sessions, training and development activities.
- Handle personal information responsibly, maintaining confidentiality and ensuring records are managed in a way that promotes trust, accountability and compliance with data protection requirements.

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## In this job you will need:

You must be able to demonstrate the following essential requirements:

- Experience of providing compassionate support that supports wellbeing, independence and positive outcomes.
- Ability to build positive and respectful relationships with customers, carers and professional colleagues.
- Good verbal and written communication skills and the ability to maintain accurate records.
- Commitment to person-centred practice, empowering individuals to make choices and maximise their independence.
- Understanding of safeguarding and a commitment to protecting the rights, safety and wellbeing of individuals.
- Ability to remain calm and professional in challenging situations.
- Ability to work effectively as part of a team use your own initiative when required.
- A flexible approach to working patterns and service delivery.

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## 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.

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