

Job Title: Support Worker

Grade: Band B

Reports to: Day Opportunities Manager/Lead Manager

Role Responsibilities: No line management or budget responsibilities

The Role

Our vision is to be the supplier of choice for Adult Health and Social Care.

The role supports vulnerable adults in our Day Opportunities Services and in the community to achieve their desired outcomes, including maximising their health, wellbeing, and independence, enhancing their quality of life and taking a greater part in their local community.

Our customers are mainly supported in the Day Opportunities Services across Essex and include older people, as well as adults with long term health conditions, complex needs, sensory impairments, learning disabilities and/or mental health conditions.

Whilst you will predominately be based in one of our services, you will be expected to work flexibly to cover all services within the company.

Job purpose

To support adults with a range of needs within the Day Opportunities Services and where necessary support them in the community to achieve their individual aspirations.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Role Specific Accountabilities

- Provide practical, emotional, and social support to customers to achieve their desired outcomes. Including but not limited to supporting customers with daily living tasks,

personal care (personal hygiene and bathing) and support with eating and drinking, whilst ensuring that dignity and respect are always maintained.

- To ensure that customers have choice and control over the support they receive.
- To ensure customers with a learning disability and/or autism who have employment aspirations are supported to meet these, accessing our Inclusive employment team.
- To develop and maintain good communication with key stakeholders including families, carers, and wider networks.
- To have a clear understanding of professional boundaries and safe working practices and to demonstrate these at all times.
- To work in an enabling way; coaching, mentoring, modelling, promoting and encouraging independence.
- Maximising and utilising appropriate and available equipment and technology to support customers.
- Implement outcome focused support and record progress against these. This includes regularly maintaining and updating records and recording achievements in a clear, timely and appropriate manner in line with company policies and relevant systems.
- To work responsibly within ECL's policies, procedures and guidelines including Health and Safety and to always maintain confidentiality. To alert management immediately on any health and safety concerns. (incident/accident/near miss)
- To undertake all mandatory training and attend supervisions, PMR meetings staff meetings and events. Additional training is encouraged to support your knowledge base and career development.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification

Key Skills and Competence

- Good standard of written and verbal English
- Basic numeracy
- A commitment to undertake further training and development as required.
- Full, valid driving licence is Essential
- QCF units in health and social care or equivalent (such as NVQ) is Desirable Not Essential
- Experience of documenting accurate accounts of events and activities for a variety of audiences
- Previous experience working in a similar environment supporting vulnerable people, or a lived experience is desirable Not Essential
- A caring and supportive individual who is passionate about providing a high-level care and support to vulnerable people.
- The ability to support people retain their dignity and respect their privacy when delivering personal care to them.
- Exceptional listening and communication skills, both written and verbal
- Excellent organisation skills
- Ability to cope under pressure displaying calm and patience
- A proactive approach, with the ability to work independently with minimal supervision
- A team player with the ability to develop effective working relationships
- The confidence to problem solve and make suggestions to improve customer experience and/or ways of working
- Supportive of change, showing flexibility and reliability
- Ability to empathise and be understanding
- Willingness to work flexibly within a changing work environment
- Confidence in using electronic systems to record information

ECL's Values

Caring – supporting others with care, compassion, and positive engagement

Excellence – working efficiently and innovatively to achieve excellence



Integrity – being open and having the courage to do what is right.

Teamwork – working together to achieve our common goals