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Job Description

Community Services Support Worker, Belfast

Introduction

Autism Initiatives is committed to working in partnership with the People Supported, their families, commissioners and others to provide a specialist, autism specific, person centred and outcome focussed service for people with Autism Spectrum conditions.

All staff are expected to:

- Work in the context of Autism Initiatives' Vision, Mission and Philosophy and to use our 'Five Point Star' approach in order to support the People Supported in achieving their goals.
- Work to develop their abilities in line with the Autism Initiatives Competency Framework.
- Recognise the positive abilities of the People Supported and support our shared belief in lifelong learning.
- Adhere to the Autism Initiatives' Code of Conduct and the NI Social Care Council's Code of Practice (NISCC), showing a high degree of professionalism, resilience, and a willingness to remain committed during particularly demanding times.

Location / Department

Community Services Support Workers are usually recruited for specific locations and the People Supported, but ***may also be required to work at other locations, either temporarily or permanently, or may be recruited for across services.***

Line Manager

Community Services Support Workers are managed and supervised by the Service Manager where they are located, through the line management structure.

Purpose of the Job

The Community Services Support Worker will be responsible for ensuring that the People Supported receive effective, safe, compassionate, and appropriate care and support services.

To work as part of a team within Autism Initiatives for people who have Autism, learning disabilities and associated disabilities. To undertake all responsibilities within the facility in order to meet the support needs of these individuals.

The staff team will support independence and will empower the People Supported by providing advice, assistance and if necessary, personal care.

They will be sensitive and responsive and will consult and involve the People Supported in all areas relating to their individual lives. The People Supported will be informed about choices available and will be afforded opportunity to participate in the wider community. The privacy, confidentiality, rights

and responsibilities of the People Supported will be upheld. The post holder will also be responsible for the safe transportation of the People Supported to Daycare, activities in the community, appointments, and special organised trips. The post holder will be required to perform daily safety checks of cars or transportation equipment, and do other related work as required.

Specific Responsibilities

Strategy and Policy

- Keep abreast of legislative changes.

Governance

- Provide all relevant information or report regularly upon being asked to do so.
- Provide all relevant information to your line manager to facilitate the preparation of reports.

Communication and Information

- Produce reports and information in user-friendly language and present in a professional and acceptable manner.
- Develop and represent the charity's public and professional profile appropriate to its mission, values and strategies ensuring that these are incorporated into all work activity.
- Implement and maintain effective communication systems including the confidentiality of sensitive information.

General Administration

- To assist in ensuring that the environment is safe and responsive to individual needs.
- To support the People Supported, enabling them to integrate with the local community.
- To store, administer and record administration of medication as required.
- To monitor the health and wellbeing of the People Supported in liaison with other relevant professionals.
- To ensure safe and appropriate handling of the individuals' money.
- To handle petty cash according to procedures laid down by Autism Initiatives and to assist with records and returns as required in respect of this area.
- To keep appropriate records on all matters relating to the operation of the facility according to policy and procedures.
- To protect confidentiality of personal information and ensure that information is only disclosed to those who have a right and need to know.
- To promote non-discriminatory practices.
- To learn and use appropriate methods of communication.
- To contribute to verbal and written reports.

- To maintain and update regularly the People Supported' files.
- Actively participate and implement continuous business improvement within the areas of responsibility bringing to your line manager any innovative opportunities and practice that may enhance this service.
- Bring to the attention of your line manager any matter you feel warrants attention.
- Ensure the People Supported are supported to understand their rights, entitlements and responsibilities.
- Co-operate and provide all relevant information required to internal and external auditors and assist the implementation of any recommendations.
- Maintain effective administrative and reporting systems for which you are responsible.
- Liaise with appropriate The People Supported to promote quality care, protection and well-being of all The People Supported.
- Ensure that the core values of Autism Initiatives are incorporated into all work activity.

Health & Safety

- Ensure that all delegated responsibilities are carried out in accordance with the requirements of legislation and Autism Initiatives Health and Safety Policy and Procedures.
- Report any incident, accidents or issues of concern to your line manager.
- Risk assess situations where staff and the People Supported are likely to be vulnerable.

Legal

- Be aware of legislative and statutory obligations in all operational activity relative to this service.
- Seek professional information from your line manager/Human Resources Department on all matters involving staffing issues.

Service User Care

- Report to a senior, untoward incidents and ensure that accurate records are kept of such incidents.
- Help build the People Supported self-esteem.
- Some the People Supported require 2-1 support.
- Working with supporting children, teenagers and adults.
- Ensure that the focus of your work is on the People Supported and the delivery of a high quality and caring service.
- Maintain and protect the dignity and vulnerability of the People Supported, having special regard to confidentiality in all aspects of their care.

- Ensure the needs of the People Supported are considered at all times taking into consideration their sensory, physical and/or learning disabilities.
- As far as possible ensure that the People Supported are involved and informed about aspects of their life within the facility and local community.
- Develop appropriate relationships with the People Supported to enhance their confidence, personal development and general sense of well being.
- Accompany the People Supported to appointments, meetings and other services as required.
- Ensure that the People Supported are supported and encouraged in their safety, health, nutrition and dress.
- Together with the People Supported and members of the staff team, be involved in assessment, planning, implementation and evaluation of individual support/care plans in order to enhance and maximise the capabilities and independence of the People Supported.
- Assist with the planning and preparation of individual and group activities.
- Assist in writing reports and attend reviews for the People Supported as required.
- Complete daily reports at the end of each session.
- Directly participate in meeting the personal and physical needs of the People Supported, as required.
- Assist in planning and pursuing agreed strategies to support and alleviate behaviour that presents challenge.
- Maintain records of incidents and accidents.
- Ensure that the personal belongings of the People Supported are treated with respect.

Personal Development

- Attend supervision and appraisal meetings and have a willingness to be accountable and develop as a valued member of the team.
- To undertake training as required.
- Have a flexible attitude to working arrangements.
- Do not at any time act in such a manner as to bring Autism Initiatives into disrepute.

General

- To be able to work effectively with the People Supported, families, carers, professionals and staff.
- Link in with professionals, social workers, doctors, and occupational therapists.
- Work to agreed standards in line with Autism Initiatives policies and procedures.
- Be polite, courteous and professional to all family members, professionals and visitors.
- Do not at any time act in such a manner as to bring Autism Initiatives into disrepute.
- Maintain a clean and tidy appearance and appropriately dress in accordance with dress code.
- Adhere to all Health and Safety policies, reporting any accidents immediately they occur and complete the necessary documentation and assist with the investigation of such accidents.

Transport

- Collect and convey the People Supported from their homes to Day Centre, activities, appointments, outings etc. in a timely manner.
- Collect the People Supported from their family home/school giving the family respite for 2 – 3 hours per day/per week.
- Drive vehicle in a careful, lawful manner with special regard for the needs of the passengers using work vehicle and own personal vehicle.
- Business insurance required on own vehicle.
- Offer passengers assistance with seatbelts.
- Ensure that the People Supported receive any necessary assistance, whether in their preparation for travel, their movement from home to the vehicle, during their journey or from the vehicle to the Day Centre/activity.
- Assist in the administration of emergency aid to the People Supported sustaining minor injuries whilst on the vehicle.
- Ensure the vehicle is kept clean inside and out.
- Follow Autism Initiatives policies and procedures regarding company vehicles.
- Carry out any other transport related duties as required.

Vehicle Maintenance

- Carry out daily routine checks and maintenance of your vehicle including fuel, oil, water, tyres etc.
- Report defects in vehicles or any other equipment to the Senior.
- Complete logbooks and other documentation as required.

It is the nature of the work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. The post holder will therefore be expected to work in a flexible way when the occasion arises that tasks which are not specifically covered in their job description, have to be undertaken.

These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work.

Due to the nature of the services a high degree of flexibility is required, as the post holder will be required to work evenings and weekends.

The job description may also be reviewed in light of changing service, or service user needs, developments in the Company, or due to legislative or regulatory requirements or in consultation with the post holder.

This job description is not definitive and may vary.

November 2023

Terms and Conditions

Post:	Community Services Support Worker
Hours	As per Contract Flexible working hours Monday – Friday (shifts between the hours of 7.30am – 8.30pm) Saturday (shifts between the hours of 9.00am – 5.00pm. Service is closed every Sunday
Place of Work:	Community Services, Belfast.
Contract:	Permanent.
Salary:	As per contract.
Leave:	23 Days Annual Leave (pro-rata, based on full time hours).
Bank Holidays:	10 Days per year (pro-rata).
Probation:	6 Months, 12 week assessment process which can lead to (a) Successful Completion (b) Termination of employment.
Occupational Health Benefit:	The organisation operates an Occupation Health Benefit scheme.
Pension:	Automatic Enrolment with the option to opt out.
Equal Opportunities:	Autism Initiatives is committed to equal opportunities and as such welcomes applications from all sections of the community.

Person Specification		
Job Title:	Community Services Support Worker	
Location:	Community Services, Belfast	
	Essential:	Desirable:
Qualifications/ Experience:	<p>Full UK Driving Licence held for at least one year and access to a car (this would be required to travel to and from the people we support homes).</p> <p>Be flexible to work on a rota basis that includes unsocial hours and weekends. Shifts between the hours of 7.30am – 8.30pm Monday to Friday and 9.00am – 5.00pm Saturday. No Service on a Sunday.</p> <p>Registered or agreeable to register with the NISCC on appointment.</p>	<p>Entry Level or GCSE's to include Maths and English at grades C or above, or equivalent.</p> <p>Health Care qualification, or equivalent, or working towards it (i.e NVQ/QCF).</p>
Practical Skills & Intellectual Knowledge:	<p>An ability to present written and verbal information, clearly accurately and to a standard appropriate for external presentation.</p> <p>Ability to implement support plans for individuals with complex needs.</p> <p>Ability to set boundaries and to manage conflict.</p> <p>Ability to assess risk associated with job role.</p> <p>Ability to recognize and cope with stressful situations.</p> <p>Ability to work in a constantly changing environment. To work flexibly and to respond purposefully to tackle problems and issues.</p> <p>Working across statutory, private and voluntary sectors.</p>	<p>An understanding of autism and practice issues.</p> <p>An awareness of various resources and organisations in the community.</p> <p>Familiarity with IT applications and basic keyboard skills.</p>
Personal Qualities:	<p>Ability to maintain confidentiality and discretion.</p> <p>Ability to work on own initiative as well as part of a team, meet timescales, be innovative and make appropriate decisions.</p> <p>Commitment to equal opportunities and inclusive working practice.</p> <p>Flexible approach to working and adaptable to change.</p> <p>Good interpersonal skills.</p> <p>Willingness to train and develop with the job role.</p>	

Please Note: Autism Initiatives reserves the right to use desirable criteria to enhance short listing.