



WOULD YOU LIKE TO WORK WITH PEOPLE WITH LEARNING DISABILITIES?

Please have a read through the following information along with the Job Description and Person Specification included below and think about whether joining our great team is right for you!!

About us

Watford Mencap is a charity providing high quality social care services and support to people with learning disabilities, and their families, in South West Hertfordshire. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them to fulfill their life ambitions. We are an independent charity affiliated to Royal Mencap and are self-funding.

We have worked hard to make our services both efficient and really focused on the person. We have a strong business model that is sustainable and diverse. Our work has expanded and we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ 150 staff, have over 60 volunteers and provide support and services to over 500 people with learning disabilities and their families.

This is an exciting time to be joining the Charity and you will play an important role, working collaboratively with the people we support, their families and friends, as well as other social and health care professionals.

Working as a Support Worker in our Residential Services is varied, rewarding and challenging. It offers you the opportunity to help create a great service that meets the needs of the people you and the team support, as our service develops and people's needs change

As an employer, we have achieved Investors in People accreditation and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervision meetings and an annual appraisal, as well as coaching and mentoring. We value our workers and offer excellent terms and conditions of employment; a range of staff benefits; as well as a competitive salary. In 2018 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

Job Description

ABOUT THE ROLE

Support Worker- Residential Services

You will assist the Manager in supporting a range of people with a learning disability to maintain standards set by the Care Quality Commission (CQC) and Hertfordshire County Council (HCC).

In conjunction with the clients and Manager you will support individuals to achieve their life goals as well as leading a shift and accompanying paperwork.

You will be based in one of our Residential projects but will be part of a wider team and may, at times, be required to work across the entire service. The job is very varied and will involve acting as a Key Worker for individual clients. In this role you will support clients to plan and achieve their goals, review and implement support plans, support clients to attend their own review, liaise with professionals and help individuals manage their money, as well as delivery of direct support. This means a flexible “can do” attitude, good IT skills, alongside an eye for detail, emotional resilience and being able to juggle a broad and diverse workload are all really important in this role. In return you will find this an extremely rewarding job where you will be making a real difference to peoples’ lives on a daily basis.



Our clients have told us they want: *“Someone happy who likes arts and crafts”* and *“Someone who likes baking.”*

“ I want my support worker to play games with me and take me for walks. I like going to the cinema, bowling, the pub and Pryzm. I want support gardening and cooking.”

“I would like a new support worker to have compassion and friendship”.
“I want someone who enjoys going shopping and is happy”.

Our new staff have told us:

“Working full time allowed me to get to know the residents quickly. I've really enjoyed doing activities with the residents and keeping them occupied during covid-19, it's been just as fun for me as it has for them! I would recommend working for Watford Mencap as not only are the residents lovely, the staff are supportive and an overall happy team. No day is the same!”

“During the last few months, I wanted to help my community but could no longer take on more voluntary work. I applied for a role as a support worker and the experience has been very positive and fulfilling. The team at Mencap has been very welcoming and supportive.”

This role involves lone-working as well as working alongside colleagues and is a 7 day service which requires working daytime, evenings and weekends as well as sleeping in. As a Support Worker you will receive support and leadership from the Service Manager and you will be able to share knowledge and learning with your colleagues both in the Residential Project as well as in the wider service and organisation

The service has a Good rating with CQC.

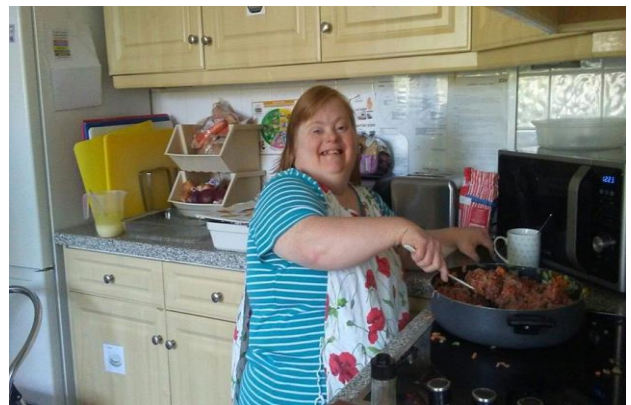
Duties and Responsibilities:

Job Description

Support Worker - Residential Services

No two days will be the same. You will enjoy lots of variety and support people in the following ways:

1. Plan and deliver support – work with the Manager to plan and deliver a range of support to individuals with learning disabilities, in a personalised way, ensuring that high quality standards are set and maintained.
2. Be a leader – in conjunction with the Manager, support new and less experienced staff, acting as a role model, ensuring the reputation and quality of the service is maintained. You will be able to problem solve; deal with challenges and be solution focused.
3. Empower people - work to increase the skills, independence and participation of the people being supported by encouraging them to take risks, try new things and take more control over the service and their lives, through a program of support planning and risk assessment, that is highly reflective of the person. Working with the Mental Capacity Act to ensure where people need support with their choices, that the support is given to the highest standards.
4. Communication – use a range of communication methods to ensure individuals can participate in sessions and can communicate their needs and wishes, as well as communicating with their families.
5. Provide a quality service – in conjunction with the Manager, set the standards and be an example of the quality you need in the service, ensuring the service is welcoming to all.
6. Manage the resources for the service - work with the Manager to ensure the resources are used efficiently; maintaining the building, keeping it clean, identifying and arranging repairs as well as preparing meals and the maintenance and purchase of resources.
7. Live the Values – demonstrate our values: Inclusive, Respectful, Welcoming, Progressive, and Challenging discrimination both in the service and when representing Watford Mencap and people with a learning disability.
8. Contribute to the team - attend and participate positively in team meetings, supervisions, appraisals and training as requested and required by your Manager.
9. Ensure compliance – work within current legislative and regulatory frameworks including Environmental Health, HACCP, the Care Act, Health & Social Care Act, Health and Safety law, Fire Safety Legislation, Mental Capacity law and regulatory frameworks including CQC and East of England ADASS standards.



10. Work flexibly - be able to meet the needs of people through a flexible rota. This will involve working days, evenings & weekends as well as sleeping in and providing cover as required in the event of staff shortages. You will need to be able to travel around the area to meetings and training.
11. Keep people safe – maintain Health & Safety within the service, identifying risks during sessions and ensuring appropriate action is taken to mitigate risk. Follow Safeguarding, Health and Safety, Lone Working and Fire Safety procedures, while still maintaining personalised support to each person.
12. Embrace diversity – actively promote and work within Watford Mencap’s Equal Opportunity and Diversity policy at all times.
13. Be part of the wider Watford Mencap team - undertake such additional duties appropriate to the post and support the organisation’s wider goals by working flexibly across the organisation, from time to time, as determined by your manager.
14. Report any significant/notifiable events or concerns through line management channels, including when working out of hours if needed.
15. Be supportive – participate in all parts of the service, playing your part on a day to day basis, maintaining records as well as engaging with inspections.
16. Develop and maintain positive working relationships with your stakeholders, including clients and their families, Watford Mencap colleagues, trainees, grant funders, and authorities.
17. Any additional duties reasonably expected within this level and role.

This job description may be reviewed annually to meet changing service requirements.

Person Specification: Support Worker - Residential

	Qualities Required	Essential/Desirable
Education & qualification	Evidence of commitment to continuing self-development	Essential
Experience	Experience of working in a team	Essential
	Experience of supporting people with a learning disability	Desirable
	Experience of supporting someone in a paid, voluntary or family capacity.	Desirable
Knowledge	Knowledge of the needs and rights of people with a learning disability and an understanding of the issues which people may face.	Essential
	Knowledge of Health & Safety and Risk Management	Essential
Skills	Able to support people in a creative way	Essential
	Strong communication skills: you can communicate effectively and sensitively	Essential
	Able to form effective working relationships	Essential
	Be a self-starter	Essential
	Able to complete and maintain accurate written records	Essential
	Able to problem solve; deal with challenges and be solution focused	Essential
	Excellent IT skills: competent in the use of Microsoft Office; emails; able to access e-learning; use electronic systems to upload records and reports	Essential
General	Able to demonstrate genuine commitment to the values and goals of Watford Mencap	Essential

Our Values

To be successful in this role we expect you to share and live our values:

Value	Behaviour
Inclusive	You involve the people you support to live the life they choose by listening to them, planning with them and advocating for them.
	You are able to communicate effectively with people with a learning disability, adapting your approach to the needs of the person at the time.
	You have an awareness of and commitment to equal opportunities for all.
Respectful	You support people in a way that respects choice, dignity, diversity and privacy.
	You develop and maintain effective working relationships with people you support, their families, colleagues and partner organisations.
	You work flexibly and can adapt to changes in workload as necessary.
	You can support the manager to bring the team and people you support with you.
Welcoming	You can communicate positively with a range of people with differing abilities.
	You can develop and maintain a welcoming atmosphere for the people you support and their families, and your colleagues.
	You can work with other health and social care professionals to meet the needs of the people you support.
Progressive	You are keen to learn new things and develop your social care knowledge.
	You are able to record information, access and manipulate data stored in IT systems and share information easily and appropriately.
	You are innovative with ideas and passionate about developing the service.
	You are able to think creatively to develop more effective systems as the needs of the project changes.
Challenging	You professionally challenge prejudices that cause barriers for people living with learning disabilities.
	You will use all available information to ensure that the support packages commissioned meet the needs of the people you support whilst maintaining effective working partnerships.