



# POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

## JOB PROFILE

**Job Title:** Support Worker / Relief Support Worker  
**Reports to:** Deputy / Service Manager / Team Leader

### Main Purpose of Role

To provide high quality support to people to enable them to live independently and to have choice and control over all aspects of their life in order to deliver our Mission:

**“Positive Futures for people with a learning disability, acquired brain injury or autistic spectrum condition – working together to achieve dreams and transform lives”**

...through fulfilling your role in line with our organisational values:

**P**EOPLE FIRST – the people we support will always be our top priority.

**O**PPORTUNITIES – we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers.

**S**PEAKING OUT – working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government – locally, regionally and nationally – and in the media.

**I**NNOVATION – we are a learning organisation that is always looking for new, creative and better ways to do things.

**T**ENACIOUS – we don't give up – if it needs to be done, we believe it can and will be done.

**I**NVOLVEMENT – the people we support and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together.

**V**ALUE FOR MONEY – we deliver life-long results and transform peoples' lives in a cost-effective manner.

**E**XCELLENCE – we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives.

## **Core Responsibilities**

### **People we support**

#### Providing Person Centred Support

- Form a positive relationship with the person supported, maintaining appropriate professional boundaries with the people we support and their families.
- Provide high quality support at all times to every person we support. This means giving each person the individual support they need (as outlined in the individual's Person Centred Portfolio and, if relevant, their Behaviour Support Plan) to live the life they want.
- Work as part of a team with other staff and volunteers to provide the right support to enable people to have a good life.
- Learn about the person and share that knowledge with others who are also supporting the person.
- Contribute to the assessment, planning, co-ordination and review of Person Centred Portfolios of the people we support.
- Ensure any risks that are identified during support of a person are responded to promptly and escalated in line with Positive Futures' Risk Management Policy.

### Supporting People to be Safe and Healthy

- Support people to be safe and healthy in all aspects of their lives including:
  - Maintaining their physical and emotional wellbeing
  - Looking after their homes.
- Support people to look after themselves in all aspects of personal care as needed and/or provide personal care if needed, ensuring that people are treated with dignity and respect at all times.
- Support people to understand and protect themselves from different types of abuse.
- Ensure every person we support is protected from abuse at all times and report any issue of concern in line with Positive Futures' Adult Safeguarding Policy.

### Supporting Independence, Social and Communication Skills

- Support people to have choice and control over all aspects of their lives.
- Support people to make decisions based upon informed choices and speak up for themselves and/or seek support from advocacy services where needed.
- Support people to understand their responsibilities in relation to decision making and lifestyle choices.
- Enable people to participate in, and contribute to, their local community as active citizens (e.g. involvement in social, leisure and community-based activities, engagement in volunteering, training and employment opportunities as relevant).
- Support people to keep in touch with important people in their lives (including friends, family, carers, advocates and any other significant people).
- Support people to plan for and go on holiday, going with them if needed.

### Supporting People to Develop and Maintain Key Skills

- Support people to understand and fulfil their responsibilities to look after their home in line with any tenancy agreements.
- Support people with domestic chores such as shopping, preparation of healthy meals, cleaning, gardening, washing clothes and ironing.
- Support people to manage their medication and finances as independently as possible.
- Support people to get any benefits they are entitled to.
- Support people to get help from the right people (e.g. their Social Worker, Doctor, Dentist etc).

## **Staff, Volunteers and Other Parties**

- Take part in the induction, ongoing coaching, mentoring and training of new staff.
- Actively participate in meetings as required (e.g. team meetings, statutory meetings and meetings with the people we support and their families).
- Positively promote volunteering within the service, be familiar with volunteer processes and encourage volunteers in their role.
- Challenge any poor practice and report any concerns to your line manager.
- Maintain positive professional working relationships with key individuals and agencies.
- Represent the service / project and/or the organisation as required.

## **Administration**

- Accurately maintain and store records within the service, using appropriate systems, templates and record keeping processes in relation to medication, finance, behaviours, incidents, communication, risk assessment etc.
- Use ICT systems to carry out the responsibilities of the post (e.g. Microsoft Office, HR and Finance information system, staff scheduling system).

## **Professional Practice**

- Work in line with Positive Futures' Mission, Values and Code of Conduct and Practice.
- Maintain up to date registration with the Northern Ireland Social Care Council (NISCC) or other relevant professional body and adhere to their Standards of Conduct and Practice.
- Take part in relevant learning and development courses / activities, and maintain your own mandatory training as required.
- Take part in Person Centred Supervision and performance review with your line manager.
- Read, understand and follow all policies, procedures and guidance, keeping up to date with any changes and/or developments.

## **General**

- Seek to make continuous improvements in your area of work.
- Promote and encourage the involvement of the people we support in the everyday work of our services and the wider organisation.
- Understand and respect confidentiality and maintain personal data in line with Positive Futures' policies, procedures and guidance.

This job profile provides a summary of the core responsibilities of the role, however, the job holder may be required to undertake other duties from time to time as Positive Futures may reasonably require.

The Chief Executive must be contacted in the event of all media enquiries.

Employee Signature: ..... Date: / /

Print Name: .....

**PERSON SPECIFICATION  
SUPPORT WORKER / RELIEF SUPPORT WORKER**

Tell us how you meet the following criteria in the shortlisting section of your application form. We will use this information to decide whether to invite you to an interview.

**Essential Shortlisting Criteria**

- Personal or work experience of providing care or support for someone.  
*You can meet this criteria if you can tell us about experience such as caring or supporting a child, family member, relation or friend, OR volunteering or completing a work placement where you provided care or support.*

**Desirable Criteria**

- Full, valid driving licence or an ability to travel independently to meet the requirements of the post

*Positive Futures reserves the right to enhance the shortlisting criteria.*

## **Interview**

If you demonstrate that you meet the shortlisting criteria, you will be invited to an interview. To flourish at Positive Futures and ensure the people we support receive the highest quality support, our staff need to share our values and display a range of competencies. We will test a selection of these at interview.

### **1. Our Values**

Our values are integral to how we work at Positive Futures. At interview, we will ensure that you share our values. Please refer to the first page of the job profile where our values are displayed.

### **2. Our Competencies**

- **Respecting and Understanding Others**  
Is able to understand issues from others' viewpoints and builds an atmosphere of trust and openness so that others are treated with respect and dignity without discriminating or stereotyping. Tailors their approach depending on who they are with and acts as an advocate for people.
- **Effective Communication**  
Is able to communicate effectively with others through the use of verbal and non-verbal communication methods. Recognises the needs of others when seeking agreement to their plans, adapting their communication style to match the situation.
- **Working With and Developing Others**  
Is an active member of the team, working co-operatively with others and assisting when they need support. Provides direction and empowers others to help them achieve personal learning and development targets.
- **Results and Quality Focus**  
Is conscientious, strives to complete work to high standards and looks to improve and maintain the quality of performance in themselves and others. Completes work with the best interests of others in mind.

- **Problem Solving and Decision Making**

Is able to collect, interpret and evaluate information to develop a deep understanding of a problem, explores alternative ways of resolving problems including new possibilities. Makes timely and well considered decisions, is aware the impact their decisions may have and is willing to make difficult but necessary decisions to improve the practice.

- **Resilience to Change and Challenges**

Is open to change and embracing new developments / initiatives, adapts well in new and unfamiliar situations responding to changing plans quickly, works independently without direction, is resilient and copes well in emergency situations.



## **JOB INFORMATION SHEET SUPPORT WORKER / RELIEF SUPPORT WORKER**

### **1. OVERVIEW OF OUR SUPPORTED LIVING SERVICES**

We support adults with a learning disability and/or acquired brain injury and/or autistic spectrum condition to live in their own homes.

Some of the people we support may have other conditions such as complex medical conditions, physical disabilities and/or mental health needs. Some may also need support with their personal care such as with toileting or showering. If you support anyone who has personal care needs, there will be clear support plans and training to ensure that you know how to treat them with respect and dignity at all times.

Some of the people we support may also have behaviours of concern (this may include physical and/or verbal behaviour that is challenging to manage). If you support anyone who has behaviours of concern, there will be clear behaviour plans in place as well as training and support from our Positive Behaviour Support Team.

All support staff must ensure that the people we support have choice and control over their support and in all other aspects of their lives. Staff providing direct support actively promote this. They do not direct or instruct. They encourage, empower and enable. They respect and uphold people's rights.

The role is to provide safe and high quality support to every person we support. This means providing support in line with the individual's Person Centred Portfolio (and if relevant, their Behaviour Support Plan).

The Support Worker role involves working shifts on a rota which may include days, nights, weekends and public holidays. Night-time support may include sleepovers (when you sleep overnight in the home of the person you are supporting), waking nights or stand by support. The type of shifts will depend upon the needs of the people you support. You will agree with your line manager what hours and shifts you will work, taking into account the needs of the people we support as well as your own circumstances.

## 2. SALARY AND BENEFITS

### Salary and Holiday Packages for Support Worker

Support Workers will be paid on the following scale (FTE 37.5 Hours)

Scale Point	Per Hour	Per Annum
1	£10.42	£20,374.00
2	£10.50	£20,530.00
3	£10.57	£20,667.00

- 28-33 days paid per holiday year

Starting point on the scale will be dependent upon relevant experience.

Salary will be adjusted on a pro rata basis for part-time staff.

### Salary and Holiday Packages for Relief Support Worker

- £10.42 per hour plus holiday pay
- 28 days (pro rata) paid per holiday year

Salaries are paid monthly by direct payment by the Bankers Automated Clearing System (BACS) to a bank or building society account of your choice.

Flexibility is key as you may be required to carry out night-time support (if the people you are supporting need this). There are different types of night-time support. 'Sleepover' support is the most common type of night-time support provided:

- If you provide 'sleepover' support, you will sleep at the home of the person you are supporting (or in the same location, such as a hotel if supporting a person to go on holiday). You will be paid a flat rate of £50.00 per night.

Other night-time support arrangements that may be in place (dependent upon the needs of people we support) are:

- ‘Waking night’ support – you stay awake and provide support for the person you support during the night. This is paid at the same hourly rate as the daytime support you provide.
- ‘Stand by’ support – you do not have to stay in the same location as the person you are supporting but you will be contactable by phone and provide support if needed. Payment for this will be confirmed prior to any ‘stand by’ working arrangements.

## **Holidays**

The holiday year runs from 1 April to 31 March. The above packages are inclusive of the following designated holidays: New Year’s Day, St Patrick’s Day, Easter Monday, Easter Tuesday, May Day, Late May Day, 12 July, 13 July, August Bank Holiday, Christmas Day and Boxing Day.

For Support Workers, the holiday entitlement will increase by one day for each complete annual leave year worked to the maximum shown above. Entitlements are shown based on full-time hours and will be adjusted on a pro rata basis for part-time staff.

## **Pension**

If eligible (based on your age and earnings at the end of the pay period), you will be automatically enrolled in a pension scheme provided by Positive Futures. If you would like to opt out, please contact the HR Department.

If you are eligible, Positive Futures will contribute 4% of your basic salary to the auto-enrolment scheme which is dependent upon you making a personal contribution of 5% of same, which is deducted from salary.

## **Westfield Health Scheme**

We all have periods in our lives when our psychological wellbeing is at risk. Positive Futures staff when confirmed in post will be offered the use of a private Health Plan through Westfield Health. This plan provides access to, among other options, Optical Dental and Physiotherapy.

All staff will also have the option to contact Westfield Health for a 24-Hour Advice and Information service where staff can receive support from a team of qualified professionals. They provide a confidential and non-judgemental counselling service to discuss any matter that a staff member needs support with.

## **Sick Pay**

We believe that when our staff are ill, they should take the time they need to recover, and should not feel financially pressured into returning to work before they are ready. Staff who have been with us for 6 months are entitled to 2 weeks at full pay. This entitlement increases with length of service to a maximum of 8 weeks' full pay and 4 weeks' half pay.

## **Training and Support**

All members of staff will receive induction, relevant training, regular Person Centred Supervision and appraisal.

### **1. CONDITIONAL OFFERS**

Prior to taking up duty, the person conditionally offered the position must:

- a) Complete a New Employee Orientation form accepting the job offer made.
- b) Produce details of the bank or building society account to which their salary will be lodged.
- c) Satisfactorily pass a medical assessment through completion of a medical questionnaire.
- d) Produce an original Birth Certificate and original proof of National Insurance number (for example, National Insurance card, P45 or payslip etc). Please note that since 6 April 2005 it is essential that, if recommended for appointment, the successful applicant has a current National Insurance number. No temporary numbers can be accepted.
- e) Complete an AccessNI enhanced disclosure form. Any disclosed convictions will be taken into account only when the conviction is considered relevant to the post and will be seen in the context of the job, the nature of the offence and the responsibility for the people we support and staff. In handling all disclosures, Positive Futures adheres to the AccessNI Code of Practice. In line with best practice, an enhanced AccessNI check will be requested every 3 years.

- f) You must be registered with NISCC and produce evidence that this has been actioned.

The fact that a person has a criminal record or has convictions or criminal investigation pending does not automatically render them unsuitable for appointment. Suitability is assessed in the light of all the information available. If you have provided information, there will be an opportunity for you to discuss this as part of the selection procedure. Positive Futures' Criminal Records and Recruitment of Ex-Offenders Policy is available upon request.

Appointments will also be subject to Positive Futures receiving suitable satisfactory references for applicants.

Please note that:

- the person offered the position must complete the pre-employment checks outlined above within 14 working days or consideration may be given to withdrawing the offer of employment.
- for some job roles, we recruit on a rolling basis and the number of jobs available are conditional upon service need. If the vacancy you have applied for fills up before you have completed the application process, we will offer you the opportunity to consider another open vacancy with us. If you are successful at interview but there are no current vacancies, you will be added to our reserve list.

## **Canvassing**

Canvassing in any form, oral or written, direct or indirect, will disqualify an applicant for appointment. Applicants can, however, contact the relevant Department for further information about the post.

## **Interview expenses**

Reimbursement of interview expenses is not available.

## **Waiting List**

Positive Futures retains suitable candidates on a reserve list, for a period of six months, from which they may be offered similar opportunities in the same or

other locations across Northern Ireland. These positions may be for either full or part-time work as required.

## **2. PROBATIONARY PERIOD**

On commencement of employment with Positive Futures, all staff are required to complete a “probationary period”. Confirmation in post depends on achieving the required standard in a range of topics including performance, attendance, training and behaviour.

The person appointed to this post will be required to complete a 6 month probationary period. Staff in services must also complete the following in order to be confirmed in post:

- **Positive Futures’ Foundation Programme (PFFP)**  
Staff in services, up to and including Deputy Service Manager, must complete the PFFP. They should submit their completed PFFP by week 24 to be signed off by the Service Manager.
- **NISCC Registration**  
In line with regulation, it is a requirement of the post to register with the NISCC and maintain your registration status.