

# SUPPORT WORKER APPRENTICE



**PLYMOUTH**  
CITY COUNCIL

## Role Profile

<b>Title</b>	Support Worker Apprentice	
<b>Grade</b>	Apprenticeship Level 3	
<b>Reference:</b>	N945	
<b>Reports to:</b>	Workplace Manager	
<b>Work style Definition</b>	Mobile worker	
<b>Job Type:</b>	Customer Facing Worker	
<b>Primary purpose of role</b>	The postholder will provide a range of activities and duties to support vulnerable adults with a range of needs, with an opportunity to work in a range of settings including centres, the community or people's own homes	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ Gain knowledge and experience of working with and supporting vulnerable people.</li> <li>▪ Gain experience of working within a local government setting.</li> <li>▪ Gain knowledge, skills and behaviours to achieve a level 3 Adult Care worker qualification</li> <li>▪ Successfully provide support to the wider team. Learn new skills and be able to use these in a range of settings.</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ Good feedback from team members and customers</li> <li>▪ Vulnerable adults receive appropriate support.</li> <li>▪ Meet all specific objectives in Annual Appraisal Review</li> </ul>
<b>Key activities</b>	<p>Adult Care Workers are frontline staff who help adults with care and support needs to achieve their personal goals and live as independently and safely as possible, enabling them to have control and choice in their lives.</p> <p><b>With direction the postholder will be required to:</b> Support individuals they are working with according to their personal care/support plan:</p> <ul style="list-style-type: none"> <li>▪ Assist to provide care (including personal care) and support for adults with learning, physical and/or sensory disability (20%)</li> <li>▪ Support individuals within a variety of settings with a range of tasks to promote independence by teaching new skills, including, sign posting to appropriate organisations, taking part in centre and community based activity and introducing to new groups or individuals who could assist them moving forward in line with care or other plans. (20%)</li> <li>▪ Maximising an individual's independence by delivering a compliant high quality intermediate services, which promotes rehabilitation in the community and a home environment (15%)</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Assist individuals with, personal care, with eating and drinking where appropriate. (15%)</li> <li>▪ Support the administration of medication (5%)</li> <li>▪ Supporting and encouraging individuals with transfers, mobility and/or daily living skills developing the individual's confidence by building a rapport with them. (10%)</li> <li>▪ Support and encourage individuals or undertake light domestic tasks, including laundry and making beds, where appropriate. (5%)</li> <li>▪ Record relevant information including that relating to accidents and incidents, individual plans, medication records etc. (5%)</li> <li>▪ Liaise with other professionals, multi-agencies and family members when appropriate, who are involved in the individuals care. Work with other people and organisations in the interest of the person being supported (5%)</li> <li>▪ To fully comply with the requirements of the apprenticeship programme</li> <li>▪ Undertake other duties appropriate to the grade of the post</li> </ul>
<b>Essential qualifications or knowledge</b>	<ul style="list-style-type: none"> <li>▪ Ability to demonstrate the essential core skills required for the course:               <ul style="list-style-type: none"> <li>○ Literacy and numeracy skills to ensure that records are kept up to date and information is accurate. Individuals without level 2 English and Maths (or equivalent) must be willing to work towards achieving the relevant Functional Skills at level 2.</li> <li>○ Ability to utilise information technology</li> </ul> </li> <li>▪ Understanding of the need for equality, diversity, dignity, respect and sensitivity when supporting each particular service user group.</li> <li>▪ Understanding of confidentiality requirements.</li> </ul>
<b>Desirable qualifications or knowledge</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of Relevant statutory Standards and Codes of Practice</li> <li>▪ Knowledge of strategies for safeguarding and protection from abuse</li> <li>▪ Knowledge of 'Duty of Care' is in practice</li> <li>▪ Knowledge of health and safety responsibilities of self, employer and workers</li> <li>▪ Knowledge of how to ensure that dignity is at the centre of all work with individuals and their support circles</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of interacting with a range of people. Being able to effectively communicate, understand the person's needs and wishes and build a good rapport.</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience working with individuals with a variety of needs in a formal or informal setting.</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Good organisational skills</li> <li>▪ Good communication and interpersonal skills</li> <li>▪ Good recording skills and ability to capture key factual information</li> <li>▪ Physically capable to carry out a range of personal care tasks, as defined by the personal support plan/patient passport</li> <li>▪ Effective time management skills and an ability to work under pressure.</li> <li>▪ Ability to build good relationships with service user.</li> <li>▪ Ability to assist individuals to identify solutions and options available to them when faced with potential problems</li> <li>▪ Good problem solving skills and an ability to explore all options to effectively support an individual</li> <li>▪ Ability to work within teams as well as increasing confidence, knowledge and skills to work on their own without direct supervision.</li> </ul>

**Corporate standards**

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.