

SUPPORT WORKER APPRENTICE



PLYMOUTH
CITY COUNCIL

Role Profile

Title	Support Worker Apprentice	
Grade	Apprenticeship Level 2	
Reference:	N945	
Reports to:	Workplace Manager	
Work style Definition	Mobile worker	
Job Type:	Customer Facing Worker	
Primary purpose of role	Undertake a range of activities and duties to support vulnerable adults with a range of needs, in a range of settings including centres, the community or people's own homes	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Successfully provide support to the wider team Learn new skills and able to use these in a range of settings. ▪ Gain knowledge, qualifications and experience of working with and supporting vulnerable people. ▪ Gain experience of working within a local government setting. ▪ Achieve Care worker qualifications 	Role measures <ul style="list-style-type: none"> ▪ Good feedback from team members and customers ▪ Vulnerable adults receive appropriate support. ▪ Meet all specific objectives in Annual Appraisal Review
Key activities	With direction the postholder will be required to: <ul style="list-style-type: none"> ▪ Assist to provide care (including personal care) and support for adults with learning, physical and/or sensory disability (20%) ▪ 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%) ▪ Maximising an individual's independence by delivering a compliant high quality intermediate services, which promotes rehabilitation in the community and a home environment (15%) ▪ Assist individuals with, personal care, with eating and drinking where appropriate. (15%) ▪ Support the administration of medication (5%) ▪ Supporting and encouraging individuals with transfers, mobility and/or daily living skills developing the individual's confidence by building a rapport with them. (10%) ▪ Support and encourage individuals or undertake light domestic tasks, including laundry and making beds, where appropriate. (5%) 	

	<ul style="list-style-type: none"> Record relevant information including that relating to accidents and incidents, individual plans, medication records etc. (5%) Liaise with other professionals, multi-agencies and family members when appropriate, who are involved in the individuals care. (5%) To fully comply with the requirements of the apprenticeship programme, e.g. attendance at review meetings. Undertake other duties appropriate to the grade of the post
Essential qualifications/ knowledge	<ul style="list-style-type: none"> Literacy and numeracy skills to ensure that records are kept up to date and information is accurate. ICT skills. Understanding of the need for dignity, respect and sensitivity when supporting each particular service user group. Understanding of confidentiality requirements.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> Knowledge of policies and procedures related to moving and handling, adult safeguarding and Health and Safety risk assessment Knowledge of the importance of supporting a person with dignity and respect
Essential experience	<ul style="list-style-type: none"> 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.
Desirable experience	<ul style="list-style-type: none"> Experience working with individuals with a variety of needs in a formal or informal setting.
Essential skills	<ul style="list-style-type: none"> Good organisational skills Good communication and interpersonal skills Good recording skills and ability to capture key factual information Physically capable to carry out a range of personal care tasks, as defined by the personal support plan/patient passport Effective time management skills and an ability to work under pressure. Ability to build good relationships with service user. Ability to assist individuals to identify solutions and options available to them when faced with potential problems Good problem solving skills and an ability to explore all options to effectively support an individual Ability to work within teams as well as increasing confidence, knowledge and skills to work on their own without direct supervision.

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.