



Support Worker
Job Role and Expectaitons

shinecare

Our values make us different



Shine Care Support Worker

Job purpose:

To provide high-quality, person-centred support that promotes the rights, independence, well-being, and quality of life of the people we support. Support Workers play an essential role in helping individuals develop life skills, build meaningful relationships, and live fulfilling lives within their communities.



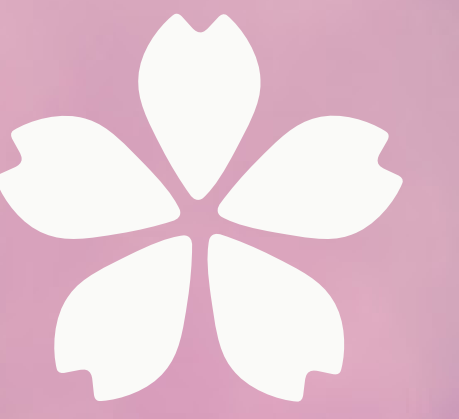


Main duties and responsibilities:

- Be prepared and committed to learning.
- Understand and respond to the specific needs of the Client.
- Respect the rights, needs, and dignity of the Client, while ensuring their behaviour does not harm themselves or others.
- Help create a calm, happy, and supportive environment that promotes the Client's physical and emotional health, security, individuality, and self-esteem.
- Establish and maintain the trust and confidence of the Client and those important to them.
- Liaise with care managers, families, and other agencies to provide a high-quality, outcome-focused service.
- Create opportunities for the Client to develop and maintain personal relationships and social networks that encourage participation and presence in their community.
- Actively contribute to promoting good public relations in the locality.



- Participate in training to develop the skills necessary to provide the best support and to maintain and improve your knowledge.
- Attend staff meetings, training, and reviews, some of which may occur outside your normal working hours.
- Report immediately any incident, suspicion, or sign of physical or verbal abuse, neglect, or harm, in line with the Whistleblowing Policy and Procedure.
- Ensure all drugs and medicines are securely stored and administered safely and correctly.
- Monitor Client well-being and progress, and maintain accurate notes and daily records.
- Be familiar with Shine's Health and Safety Policy and promote safe working practices.
- Ensure full compliance with infection control procedures according to company policy.
- Record any accident or incident, regardless of severity.
- Report to the line manager any aspect of the Client's care that, in your view, requires investigation or urgent action.



Role-specific competencies:

- **Personal care:** Able to assist with all aspects of personal care.
- **Domestic skills:** Can prepare meals and maintain a clean and safe environment.
- **Numeracy and literacy:** Able to maintain documentation and perform basic budgeting and accounting.
- **Basic computer skills:** Able to operate a computer, produce Word documents, send emails, and navigate websites.
- **Physical fitness:** Physically able to undertake a moderately active role.
- **Flexibility:** Demonstrates a flexible approach to work, including willingness to work shifts on a rota, weekends, bank holidays, and night shifts.
- **Emotional maturity:** Makes considered decisions in challenging situations; remains calm, resilient, and maintains a positive temperament.
- **Housekeeping:** Supports clients in cooking, shopping, and domestic tasks to maintain their home environment.
- **Communication skills:** Expresses themselves clearly and politely, both orally and in writing; demonstrates good telephone manners.
- **Self-organisation:** Well organised; completes tasks in a planned and methodical manner with good time management.



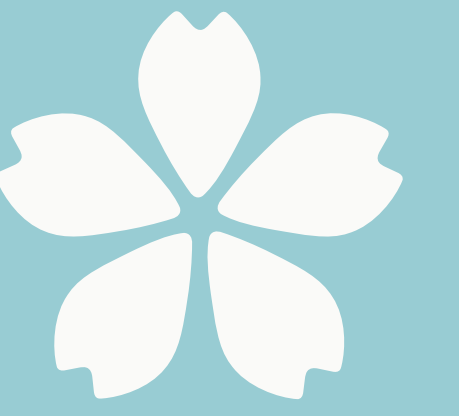
Value-based competencies:

- **Person-centred:** Genuinely committed to supporting people with intellectual disabilities and providing individualised services.
- **Commitment and passion:** Highly motivated, positive, and takes responsibility; remains enthusiastic despite challenges.
- **Innovation:** Embraces change, contributes new ideas, and is willing to take on tasks necessary for the Client's care.
- **Excellence:** Strives to deliver the highest standard of care; goal-oriented and seeks opportunities to improve personal and team performance.
- **Partnership:** Shares knowledge and skills; builds effective relationships to achieve objectives with clients, colleagues, and external professionals.



Requirements

- Experience in care or supporting people with learning disabilities is beneficial but not essential.
- Must be able to demonstrate empathy, reliability, and a genuine interest in helping others.



Contact us to find out more!

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