

## Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

## ABOUT US AND THE ROLE

### What does a Support Worker do?

Put simply, your job is to support people to live the life they want.

To help you to do this, you will:

- receive a full and paid induction
- spend time getting to know the person you are supporting
- learn how best to support that person
- work as part of a dedicated team to provide support.

You don't need formal qualifications or experience, but you do need to be kind, patient, and have a sense of fun.

# POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



|                   |                 |
|-------------------|-----------------|
| <b>Job Title</b>  | Support Worker  |
| <b>Reports to</b> | Service Manager |

## Purpose of Role

### About Foyle Community Outreach Service

Foyle Community Outreach Service is a specialist deaf service. Supporting deaf people is what we do, and sign language is at the heart of everything we do here - not an added extra, but the very foundation of this role.

The people we support are BSL (British Sign Language) and ISL (Irish Sign Language) users, and we are looking for support workers who can communicate directly with them in their own language. This is a genuinely unique opportunity to use your sign language skills every single day, in a service built entirely around deaf people and the way they communicate.

As part of our team, you'll provide tailored, person-centred outreach support across the Foyle area - enabling the people we support to have real choice and control over their lives, build independence and confidence, and take up new opportunities in their local community.

In keeping with our People First value, everything we do starts with the individual, working together to achieve dreams and transform lives.

**Don't worry if you don't have those sign language skills, if you're willing to learn, we'll provide the training!**

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 autism - working together to achieve dreams and transform lives”.**

## Main Responsibilities

### Providing Person Centred Support

- Form a positive relationship with the person being supported, maintaining appropriate professional boundaries with them and their families.
- Promote and support relationships, which enable people with a learning disability, to be included, and engage in their local community. Ensuring the high quality, person-centred support (outlined in the person's Person-Centred Portfolio) needed to live the life they want and achieve their dreams/goals.
- Support people to understand and make choices and to speak up for themselves.
- Work as part of a team, to learn about the person and share that knowledge with staff and volunteers, to further enhance each person's individual support plan.
- Ensure any risks that are identified during support of a person are responded to promptly and escalated in line with Positive Futures' Risk Management Framework.
- Be involved in planning and evaluating activities with the people supported.

## **Supporting People to Develop and Maintain Key Skills in relation to Housing Support**

- 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).

## **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 be safe and healthy**

- Support people to be safe and healthy in all aspects of their lives: by maintaining their physical and emotional well-being.
  - by supporting people to understand and protect themselves from different types of abuse.
  - 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.
  - by ensuring they are protected from abuse at all times, reporting any issue or concern in line with Positive Futures' safeguarding policies.

## **Supporting independence, social and communication skills**

- Support people to have choice and control over all aspects of their lives, enabling them to participate and contribute to their local community (e.g. involvement in social, leisure, training, volunteering and employment opportunities as relevant).
- Support people to make decisions based upon informed choices, understand their responsibilities in relation to these choices and speak up for themselves and/or seek support from advocacy services where needed.

## **Staff, volunteers and other parties**

- Act as a strong role model for other staff and volunteers:
  - Promoting best practice in delivering support.
  - In relation to ensuring support promotes people's independence, self-advocacy, social and communication skills.
  - In relation to the delivery of safe and effective support, including appropriate recording and escalation of any issues or concerns in line with our policies.
- Take part in the induction, ongoing coaching, mentoring, and training of new staff.
- Actively participating in meetings as required (e.g. team meetings).
- 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 Project/Service and/or the Organisation as required.

## **Administration**

- Accurately and effectively maintain and store records and short reports within the Service, utilising appropriate systems, templates and record keeping processes (e.g. 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, support planner system)

## **Personal professional practice**

- Participate in relevant learning and development courses as required and maintain your own mandatory training as required by the Service.

- Take part in Person Centred Supervision and performance review with your Line Manager.
- Read, understand, and follow all policies and procedures, keep informed of new policies and any changes and/or development of current policies and procedures.

## General

- Promote Positive Futures' Mission, Values and Code of Conduct in all areas of your work.
- 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.
- Maintain positive professional working relationships with key individuals and agencies.
- Represent the Service and/or the Organisation as required.

There may be occasions when the job holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

This job profile is not restrictive, and the job holder may be required to undertake any other duties and responsibilities as may be directed by their line manager. All the above duties must be carried out within the policies and procedures of the Organisation.

## How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST** have:

- Personal or work experience of providing care or support for someone\*
- Full, valid driving licence and access to a car insured for business purposes in order to transport people we support. *Class 2 business insurance is required. Or Full, valid driving licence or ability to travel independently to meet the requirements of the post.*
- Basic digital skills e.g. to record notes and use rota, HR or care systems.

*\*This criterion is met if you can demonstrate experience such as caring or supporting a child, family member or friend, volunteering or completing a work placement where you provided care or support.*

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

**P**EOPLE FIRST – our people are at the heart of everything we do.

**O**PPORTUNITIES – we seek out opportunities that enrich lives and empower people.

**S**USTAINABILITY – we strive for positive social, economic and environmental benefits for now and in the future

**I**NNOVATION – we embrace creativity and continuous learning to reimagine and refine our unique person-centred support

**T**ENACIOUS – we don't give up – we believe in making the impossible, possible.

**I**NCLUSION – our staff and people we support are our strength, we listen and learn together.

**V**ALUE FOR MONEY – delivering impactful, life changing results with efficiency and integrity.

**E**XPERTISE – we look beyond limitations in our pursuit of excellence



## Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

| Competencies for the role                     | You need to be:                                                                                                                                                                                                                     |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Respectful and Understanding of Others</b> | <ul style="list-style-type: none"> <li>• Kind and work well with others, treating them with respect and dignity.</li> <li>• Understanding of the needs of others.</li> </ul>                                                        |
| <b>Effective Communication</b>                | <ul style="list-style-type: none"> <li>• Able to communicate effectively with others, verbally and in writing.</li> </ul>                                                                                                           |
| <b>Results and Quality Focus</b>              | <ul style="list-style-type: none"> <li>• Able to be an active, positive and co-operative member of the team.</li> <li>• Helpful and supportive of others.</li> <li>• Focused on the best interests of people we support.</li> </ul> |
| <b>Problem Solving and Decision Making</b>    | <ul style="list-style-type: none"> <li>• Open minded and able to resolve difficulties.</li> <li>• Able to make good decisions.</li> </ul>                                                                                           |
| <b>Resilient to Change and Challenges</b>     | <ul style="list-style-type: none"> <li>• Open to change and new developments / initiatives.</li> <li>• Able to adapt well to new and unfamiliar situations.</li> <li>• Resilient and cope well when challenges arise.</li> </ul>    |

## The people we support, and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package



### Pay

Point 1: £12.71 per hour

Point 2: £12.90 per hour

Point 3: £13.12 per hour

Relief Support Worker: £12.71 per hour

The above salary scales are based on full-time hours (37.5 hours per week). Salary for part-time hours will be calculated on a pro rata basis.



### Holidays

28-33 days paid per holiday year (including designated holidays)



### Pension

We offer a contributory pension scheme - we pay 4% for eligible staff alongside your contribution of 5%.



### Employee Benefits

Please click [here](#) for a list of our benefits.



### Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams. We will support you to develop your career and, complete external and/or accredited training programmes relevant to your role.



### Costs Covered for NISCC Registration.

When you join us, we will pay your initial NISCC registration fee and, in recognition of loyalty of long serving staff, we will cover the cost of the annual NISCC registration fee for eligible staff who have completed three years' service.

