

# Support Worker

---

Service: Hedley's Horizons  
Responsible To: Support Manager  
Salary: Points 2-5

## Job Purpose

To be responsible for supporting a safe, stimulating environment and to enable service users to take part in all activities and therapy that are offered in Able 2 and the wider community.

## Main Duties

- To ensure there is a friendly, positive, and stimulating environment for service users, establishing good working relationship with everyone within the foundation, including service users, relatives, other staff, and any external groups.
- To provide a high standard of care, focussing on the personal needs of all service users by helping them develop their own skill base. This will include becoming involved in organising and supervising leisure pursuits and outings. All aspects of this should be planned with a person-centred approach in mind.
- To adhere to all procedures and policies, with a particular emphasis on health and safety. This will involve completing risk assessments and under-going regular training for the benefit of the service users.
- To provide basic health care in terms of administering medication when directed, attending to minor injuries, and reporting more serious incidents to a manager. This also covers all aspects of the service user's personal hygiene.
- To commit to the foundations policies regarding safeguarding the confidentially regarding service users.
- To work under the guidance and supervision of the manager, attending regular meetings and supervised sessions to ensure the needs of the service user are met.

# Person Specification

---

## Essential Criteria

### Skills and Knowledge

- Ability to empathise with the needs of disabled people
- Good communication skills
- Ability to fill in file entries and to support service users to prepare for reviews
- An awareness about health & safety/ safe working practices
- Willing to implement the Safeguarding and equality and diversity agenda

### Qualifications and Training

- Willingness to undertake NVQ Level II and any in-service training appropriate

### Personal Qualities

- Flexible
- Positive attitude and enthusiasm
- Willingness to learn and be guided by more senior staff
- Committed to providing high standards of service

## Desirable Criteria

### Skills and Knowledge

- An understanding of advocacy
- Person-centred approaches
- Sensory approaches
- Good literacy & numeracy skills
- Rebound therapy awareness
- BSL or Makaton signing

### Qualifications and Training

- NVQ II

### Experience

- Working with people who have complex needs
- 1 years' experience of working with disabled people

### Other Requirements

- Full driving licence

# Organisational Standards

---

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

## Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

## Equality and Diversity

- Promote equality of access to education, training, and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality, and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

## Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

## Safeguarding

- Safeguarding is everyone's responsibility.
- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject, or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

### Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

## About Us

---

We are an ambitious, entrepreneurial, and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.



0191  
266  
5491



Station Road,  
Forest Hall,  
Newcastle  
upon Tyne,  
NE12 8YY



foundation  
@percyhedley.org.uk



percy.  
hedley