

Support Worker Job Description

The Role

This role provides a suite of well-run and planned activities, one to one support, workshops and support groups throughout the working week to people living with a diagnosis of young onset dementia. These workshops and activities are varied and risk-positive, operating throughout the year. They include activities such as art, cooking, equine therapy, katanuig, sport and many more. Activities selected are age-appropriate, meaningful and provide therapeutic benefit to people living with young onset dementia. You will work as part of a team delivering our mission to think differently about dementia.

Key Performance/Result Expectations

- Achieving all agreed actions and deadlines
- The volume of workshops, micro-groups and 121s delivered matches agreed plan
- Minimising complaints, issues and breaches
- Ensuring accuracy and timeliness in all administrative activity (minimising, for example, the need to be 'chased')
- Receiving unsolicited positive feedback and praise from colleagues and service users
- Pitching in to help colleagues where there are peaks in workload or resource gaps
- Attending and 'passing' internal training activities in order to regularly upskill yourself
- Identifying ad-hoc ideas and opportunities which are then taken forward/adopted
- Minimising last-minute issues that could have been anticipated and prevented earlier
- Minimising support needed from others (where you have previously demonstrated the appropriate level of skill, knowledge and experience)

Key Responsibilities/Activities

- Support individuals where possible to boost self-esteem and confidence, and to learn new skills whilst promoting choice and independence through our services.
- Plan, prepare, risk assess and evaluate such activities/workshops and one-to-one support for both face-to-face work and on live video platform.
- Provide full proactive, active and reactive support to service users through use of suitable evaluation tools and steering groups. Continually review services and adjust accordingly to the needs of users accessing the service.
- Establish good working relationships with existing organisations that already offer respite to people with young onset dementia in the local area.
- Ensure the service offered is accessible, user friendly, age-appropriate, activity based, stimulating and, where appropriate, research based.
- Provide one-to-one support to those with young onset dementia where appropriate. This support could take place in their home, community venues or via video call.
- Be flexible in the planning and running of workshops, adapting as may be required.

- Ensure that both written and verbal communication conforms to the highest professional standards at all times and maintains the dignity and respect of service users.
- Ensure ongoing assessment and management of risks associated with the service users within an attitude of 'positive risk taking'.
- Attend regular supervision with line manager and memory clinics where appropriate..
- Demonstrate responsibility and leadership for promoting and championing all aspects of equal opportunities by valuing diversity in all areas of work.
- Undertake general administrative duties where required, including the completion/updating of service users' records.
- Undertake any other duties in order to meet personal, team and organisational objectives following consultation with your manager.
- Complete both mandatory and internal training as and when directed.
- Undertake any other duties in order to meet personal, team and organisational objectives following consultation with your line manager.

Qualifications, Key Skills and Experience

- To have or be willing to work towards NVQ L2 Health and Social care or equivalent.
- An ability to work alone and as part of a team.
- Experience of working with other community organisations.
- Experience of working with persons with dementia and their supporters/ carers.
- An ability to communicate effectively both orally and in the written form.
- Strong interpersonal and communication skills.
- Good listening and problem-solving skills.
- Experience of using information technology for a range of different purposes.
- Excellent organisational skills with an ability to manage own time effectively.
- Demonstrate a commitment to respecting and valuing service users' perspectives and choices.
- Able to travel throughout the Berkshire/Surrey/NE Hants area.
- Full UK driving licence and daily use of a roadworthy vehicle insured for business purposes.

Desirable

- Up-to-date knowledge of clients' needs and experience.
- Knowledge about dementia/young onset dementia and how this can affect individuals' day to day life, relationships and family and support networks.
- Awareness of the issues around working with vulnerable adults and the boundaries of professional relationships.
- An ability to facilitate group sessions.