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## Overview

The main purpose of this role is to enable the people we support to enjoy a valued life through implementing and reviewing the personal planning process, known as key working. And to provide a varying range of personal and social care support to individuals within a residential or community based setting.

### **We need you to:**

- Be responsible for assisting the people we support to develop and follow a positive personal plan (key worker) with clear and regularly reviewed objectives. This includes undertaking risk assessments as appropriate
- Ensure outcomes based objectives are established within the personal plan
- Be responsible for planning, organising, reporting and documenting all aspects of meetings with regards to the people we support
- Empower the people we support to make informed decisions and promote independence in all aspects of daily life and ensure choices are evidenced in personal plan
- Take responsibility for ensuring the people we support look after their home and participate in general household duties as required
- Identify, promote and implement ways of working to promote physical and emotional well-being and general health of the people we support
- Assist the people we support to manage their personal care and health needs. This includes responsibility for ordering, managing and administering medication where required
- Assist the people we support with the management of their finances, including budgeting for major expenses and auditing
- Promote a positive, settled and stable environment for the people we support
- Ensure that support and monitoring is planned and conducted with regard to ongoing risk assessment processes
- Establish relationships ensuring regular contact is planned and maintained with families, medical practitioners, social workers and other professionals as and when appropriate
- Encourage the people we support to develop a variety of relationships
- Ensure individual communication needs are evaluated and recorded in the personal plan
- Communicate with the people we support taking account of their needs and using the most appropriate methods
- Plan, assist and accompany the people we support to access a range of chosen leisure and other activities e.g. attending GP, shopping etc.
- Promote the development and maintenance of professional and caring relationships between staff and the people we support
- Proactively foster positive relationships with relatives and professional colleagues
- Work co-operatively as part of a team, this includes documenting and following guidelines and multi-agency protection plans. This includes attending and contributing to team meetings/other meetings regarding the plan of care
- Ensure the maintenance of records e.g. Personal Plans, H&S, financial recording and others.
- Prepare written reports and take minutes at meetings if required
- Work on a rota basis providing day, evening and weekend work and carry out sleep-ins when required
- Assist the people we support during their holiday/short break where required
- Undertake lone working as required



- Express through working practice the values inherent in the human rights legislation
- Undertake responsibility for personal and professional development and contribute to a shared learning environment
- Undertake training and SVQ assessment to the appropriate level in Health & Social Care
- Promote Cornerstone's aim, objectives and values continually through working practice
- Adhere to the Staff Charter
- Adhere to all statutory and legislative requirements relative to the role. This includes adhering to SSSC Codes of Practice, Care Inspectorate standards and contractual requirements
- Ensure induction, training plan and mandatory training is completed within the required time scales
- Participate in team meetings and identify ways in which the organisation can be continually improved
- Undertake responsibility for personal and professional development
- Carry out any other duties relevant to the post

## **Key ingredients of your role are to:**

### **People we support**

- Be passionate about the delivery of great care and support focussed on helping people to live the life they choose
- Have a real passion to do the very best you can to ensure that the people we support and their families receive the highest quality of service
- Enjoy excellent, open and honest relationships with the people you support and their families while maintaining professional boundaries including adhering to the SSSC Code of Practice
- Be flexible and responsive to each individual's changing needs
- Always make decisions that are in the best interests of the people we support
- Maintain enthusiasm and drive in achieving our charitable purpose

### **People we employ**

- Recognise individual strengths within the Team and work together to ensure an effective, collaborative approach
- Share your knowledge and expertise with your Team and the wider organisation, contributing to a motivated, proud and empowered culture
- Be welcoming and accessible to colleagues and take time to hear, see and recognise their contribution and points of view
- Have a positive attitude, be excited about working in an empowered culture and always seek to solve problems and remove obstacles
- Encourage and support new ideas brought forward by your team and colleagues in the wider organisation

### **Partnerships**

- Always promote the culture, ethos and purpose of Cornerstone

# Support Worker



- Establish, develop and maintain strong relationships with the people we support, families, colleagues, external contacts, corporate & community partnerships and stakeholders
- Nurture any external network that benefits the organisation and ultimately the people we support

## **Culture**

- Ensure Cornerstone's Values are embedded and reflected in all you do
- Create and contribute to an environment where creativity and excellence thrives
- Be responsible for your own personal and professional development
- Use your pioneering spirit to inspire everyone around you

## **Operating model**

- Any improvement to keep systems and processes as simple as possible should be highlighted to the relevant colleague e.g. Branch Leader, Coach, Cornerstone Central Leads to free up your colleagues to focus on the people we support
- Always trust that your colleagues will do the right thing and act in the best interests of the people Cornerstone supports

## **Technology**

- Effectively use and embrace technology to enhance the effectiveness of the service you and your Team deliver
- Explore new technological opportunities that will compliment and enrich the service you and your Team deliver

## **Person Specification**

- Educational Qualifications SCQF Level 5-7

You will also have obtained, or need to work towards, at least one of the following:

- SVQ Level 2 or 3 in a related discipline
- Qualification in specialist care provision such as childcare, autism, working with older people

It is important that you have the qualifications for the role but it is just as important that you can demonstrate that your experience, values and attitude compliment Cornerstone's Aim, Mission, Vision and Values.

## **We need you to bring:**

- A passion for delivering excellent person centred care and support
- A caring and professional attitude
- Brilliant communication skills; both written and verbal
- A positive attitude to problem solving
- Ability to work on your own initiative

# Support Worker



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- Ability to work collaboratively as a helpful, positive member of a Team
  - Ability to carry out the physical demands of the role
  - Confidence in the use of technology
  - Excellent language and numeracy skills
  - An understanding of working in an empowering, self-managing, coaching culture
  - Excellent planning, organising and time management skills
  - Ability to respond flexibly to emerging and changing circumstances

# Support Worker



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**It would be great if you also have:**

- Previous experience of working in a social care setting
- Experience of working in an empowering, self-managing, coaching culture
- A sound understanding of professional accountabilities and responsibilities