



## Support Worker

<b>Responsible to:</b>	<b>Day Centre Manager</b>
<b>Location:</b>	<b>Rookwood Hospital, Llandaff, Cardiff</b>
<b>Hours:</b>	<b>22.5 hours per week, may include some evening and weekend work</b>
<b>Annual Leave:</b>	<b>22 days per annum plus Public Holidays, rising to 25 after 3 years service per rata</b>
<b>Pay Scale:</b>	<b>£16,933 p.a. (pro rata)</b>

Headway Cardiff is a registered charity providing support and services to people affected by an acquired brain injury in the south east Wales area.

The post will be based in our Day Centre at Rookwood Hospital, Llandaff, Cardiff and at our young persons group, Head Start, currently based at Whitchurch, Cardiff.

### MAIN RESPONSIBILITIES

#### Day Centre Duties:

- Assist in resourcing the day sessions, to include shopping for groceries
- Initiate and facilitate activities
- Provide support to enable service users to participate in activities
- Work with service users on individual skills
- Assist people with their personal care needs
- Provide emotional and psychological support
- Assist in the preparation and packing up resources at the beginning and end of day centre sessions
- Assist in the preparation of refreshments
- Provide support to families and carers of service users
- Provide direction and guidance to the volunteers on a day to day basis
- Write and prepare the programmed activities as laid out by the Day Centre Manager
- Bring to the attention of the Day Centre Manager any issues relating to the maintenance of the interior and exterior of the building

#### Undertake a Key Worker role for specified Service Users which involves:

- Work with key service users on independent living skills
- Attend new service users assessments if allocated as Key Worker
- Keep up to date and accurate records for their service users
- Respond to requests for help, information or support from key service users
- Review key service user risk assessments and service plans annually
- Attend key service user goal planning and other relevant meetings

## Other

- Attend training relevant to service and individual needs
- Attend supervision sessions with the Day Centre Manager
- Partake in occasional evening and weekend work
- Perform any other related duties as required by the Managers or Board of Trustees from time to time, including social activities outside normal working hours

## Confidentiality

- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- To comply with the requirements of the Data Protection Act.

This post is subject to a Criminal Records Bureau check at an enhanced level.

## Person Specification

	Essential	Desirable
<b>Qualifications and training</b>	<p>GCSE English Literature or Language and Maths grade C or above (or equivalent).</p> <p>Further academic development such as A' Level or equivalent Vocational Qualification.</p>	<p>Graduate calibre</p> <p>NVQ Level 3 in Health and Social Care</p> <p>Psychology, Speech and Language, Occupational Therapy background</p>
<b>Skills and abilities</b>	<p>Excellent Team player</p> <p>Ability to be calm, patient and not easily flustered</p> <p>Ability to be sensitive to the needs of others</p> <p>Ability to facilitate learning and development</p> <p>Ability to recognise service user's potential, and value the contribution they can make</p> <p>Ability to initiate and motivate, enabling and encouraging service user participation in activities</p> <p>Ability to multi-task</p> <p>Excellent interpersonal and communication skills</p> <p>Excellent written skills</p> <p>Excellent IT skills: competency in Microsoft Word, Outlook, Excel, Powerpoint and Publisher</p> <p>Able to work on own initiative with drive and enthusiasm. We are recruiting</p>	<p>Experience of goal setting, care plans, risk assessments and measuring outcomes</p> <p>Experience of conducting/attending multi disciplinary review meetings</p> <p>Ability to provide support and guidance to volunteers</p> <p>Experience of delivering presentations to groups of people</p> <p>Relevant interest / skill that can be offered as part of the programme of activities</p>

<p><b>Experience/ Knowledge</b></p>	<p>Experience of group facilitation</p> <p>Experience of activities co-ordination</p> <p>Previous experience of working with brain injured service users or other groups with special needs such as children, mental health, learning disabilities</p> <p>Ability to work effectively with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation.</p>	<p>Knowledge of effects of acquired brain injury and the support available</p> <p>Knowledge of the Voluntary sector and working with transient groups of volunteers.</p> <p>Experience of resolving conflict</p> <p>Experience of undertaking personal care</p>
<p><b>Personal effectiveness</b></p>	<p>Organisational skills and a proven ability to manage time effectively.</p> <p>Full, current driving licence and use of a car which is insured for business use.</p> <p>Commitment to learning and professional development.</p> <p>Excellent sense of humour</p>	<p>Commitment to delivering service excellence.</p>