

## Job Profile - Support Worker

Opportunity Housing Trust is a major social care provider in Wales, providing support to people with learning disabilities. The Support Worker role provides an ideal opportunity to develop knowledge and experience within this field.

We support people to lead active and participative lives within their own homes and local communities. The support provided is tailored to individuals' needs, with the focus on people being enabled to make everyday decisions.

A number of people supported need a minimal level of assistance with their everyday living. The emphasis of the support is on an emotional level providing people with advice, a listening ear, and a "safe" and non-judgemental environment in which they can express their thoughts, achievements, worries and fears. You need to be able to actively listen and respond appropriately. As well as emotional support some people will require varying levels of physical support, e.g. assistance with eating, communicating, and personal care. This may involve assisting someone with dressing, bathing and using a toilet. You will be expected to provide this in a sensitive manner ensuring the person's dignity and privacy is respected at all times.

We are looking for candidates with good written and verbal communication skills; these are essential to maintain records and to pass on accurate information to team members and other professionals.

It is essential that you are able to work as part of a team. This is a key area of the role as you may liaise and work with fellow staff members on a daily basis. A professional manner is expected at all times as the interaction and relationship between staff and/or the team has a direct impact on the people we support.

We provide regular supervision for our staff, the emphasis placed on supporting people develop their skills and to encourage reflection on job performance.

Personal commitment is essential to these posts, and will be evidenced by: -

- A willingness to learn and develop new skills via training and practical experience.
- A desire to be involved in a role that requires you to adapt your support and approach according to a person's individual needs
- An ability and commitment to work within Opportunity Housing Trust's guidelines, policies and procedures
- A commitment to supporting service users to practice full citizen's rights

The posts involve shift work, and you will be expected to work on a flexible rota including weekends and bank holidays. Sleep-in duties are required for which an additional payment is made.

Following the successful completion of a probationary period you will be supported to work towards, and achieve, a Level 2 in N.V.Q.