



**COMMUNITY ACTIVITIES FOR CHILDREN AND ADULTS
SUPPORT WORKER**



WOULD YOU LIKE TO WORK WITH CHILDREN AND ADULTS?

Please have a read through the following information, the job description and person specification included below.

Think about whether joining our great team is right for you!

ABOUT US

Watford Mencap is a charity providing high quality social care services and support to people with learning disabilities and their families, in South West Hertfordshire. We enable people with learning disabilities and their families to make the most of life, to enjoy choice and control over their own lives, enabling them to fulfill their life ambitions. We are an independent charity affiliated to Royal Mencap and are self-funding.

We have worked hard to make our services efficient and really focused on the person. We have a strong business model that is sustainable and diverse. Our work has expanded and we are trying new things and ideas across the entire organisation, while keeping everything we do focused on meeting the diverse needs of the people we support. We currently employ 150 staff, have over 60 volunteers and provide support and services to over 500 people with learning disabilities and their families.

This is an exciting time to be joining the Charity and you will play an important role, working collaboratively with the people we support, their families and friends, as well as other social and health care professionals.

Working as a Support Worker in our Community Activities service is varied, rewarding and challenging. It offers you the opportunity to help create a great service that meets the needs of the people you and the team support, as our service develops and people's needs change.

As an employer, we have achieved Investors in People accreditation and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervision meetings and an annual appraisal, as well as coaching and mentoring. We value our workers and offer excellent terms and conditions of employment; a range of staff benefits; as well as a competitive salary. In 2018 we were very proud to be awarded the most innovative care provider in Herts by Hertfordshire Care Providers Association.

OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

Job Description

ABOUT THE ROLE

Support Worker – Community Activities for Children and Adults

You will be an important part of a team providing a large range of services for Children, Young People and Adults with special educational needs. You will assist the manager to maintain standards set by Ofsted and Hertfordshire County Council (HCC).

In conjunction with the Manager and Leadership Team you will act as a role model for less experienced staff, organising sessions and ensuring those attending have an enjoyable time, with a clear emphasis on a person-centred approach to promote client's independence, decision making and choice.

You will be based at our Watford Mencap Hub on Langley Road in Watford but will also work out in the community. The job is very varied and will involve 1:1 support including personal care, planning and delivering experiences for people with profound and multiple learning disabilities, assessing new clients and updating support plans. This means a flexible "can do" attitude, good IT skills, alongside an eye for detail, emotional resilience and being able to juggle a broad and diverse workload are all really important in this role. In return you will find this an extremely rewarding role where you will be making a real difference to peoples' lives on a daily basis.

This can be a part time or full-time job which can be both at Langley Road and out in the community. The working pattern is predominantly Monday to Saturday and will require working evenings and weekends. As a Support Worker you will receive support and leadership from the Leadership Team, and you will be able to share knowledge and learning with your colleagues.

The service offers a wide range of services including:

- Adults Day Opportunities
- After School activities for 5-19's
- Holiday schemes for 5 – 19's
- Youth Club for 13-19's
- Bumble Club for 0-5's
- Weekend activities for 5 – 19's

The service has an Outstanding rating with Ofsted and is registered on the Early Years Register.

Duties and Responsibilities:

Job Description

Support Worker – Community Activities for Children and Adults

No two days will be the same. You will enjoy lots of variety and support people in the following ways:

1. Plan and deliver a diverse range of leisure activities for children and adults with special educational needs in a personalised way, ensuring that high quality standards are set and maintained. Communicate with families and ensure plans are paid for an accommodated. Push the boundaries and offer ideas that will interest clients and allow them to take risks. Ensure risk assessments have been conducted and completed in time for an activity.
2. Be a leader – in conjunction with the management team, support and mentor less experienced staff, acting as a role model, ensuring the reputation and quality of the service is maintained. Create and maintain a positive culture within the workplace, ensuring new staff and less experienced staff learn the best standards. Be prepared to be a self-starter and take responsibilities for routines, planning and day-to-day activities when management are not available.
3. Empower young people - work to increase the skills, independence and participation of young people being supported by encouraging them to take risks, try new things and take more control. Work with the Mental Capacity Act, to ensure where people need support with their choices that the support is given to the highest standards.
4. Communication – use a range of communication to ensure individuals can participate in sessions and can communicate their needs and wishes. Communicate with management and colleagues in an effective and respectful manner, keep difficult conversations away from clients.
5. Provide a quality service – in conjunction with the Leadership Team, set the standards and be an example of the quality you need in the service, ensuring the service is welcoming to all. Consider clients and their needs in all that you do, making them the priority of the service. Ensure all compliance is followed and completed alongside the management team. Maintain up to date training and be available for more where necessary.
6. Manage the resources for the service - work with the Leadership Team to ensure the resources are used efficiently, maintaining the building, keeping it clean and identifying and arranging repairs. Understand the worth of resources and ensure they are maintained and well looked after.
7. Live the Values – demonstrate our values: Inclusive, Respectful, Welcoming, Progressive, and Challenging both in the service and when representing Watford Mencap and people with a learning disability.
8. Contribute to the team - attend and participate positively in team meetings, supervisions, appraisals and training as requested and required by your Manager. Support colleagues in all they do and ensure workload is fair.

9. Ensure compliance - with current legislative and regulatory frameworks including The Care Act, Children and Families Act, Health & Social Care Act, Health and Safety law, Fire Safety Legislation, Mental Capacity law and regulatory frameworks including Ofsted and East of England ADASS standards.

10. Work flexibly - be able to meet the needs of people by working evenings & weekends. You will need to be able to travel around the area to meetings and training. You will be required to travel to different locations on days out with clients, ensure you are well prepared and emergency procedures are known and in place.

11. Keep people safe – maintain Health & Safety within the service, identifying risks during sessions and ensuring appropriate action is taken to mitigate risk. Follow Safeguarding, Health and Safety and Fire Safety procedures while still maintaining a personalised support to each person.

12. Embrace diversity – actively promote and work within Watford Mencap’s Equal Opportunity and Diversity policy at all times.

13. Be flexible - undertake such additional duties appropriate to the post and to support the organisation’s wider goals by working flexibly across the organization, from time to time, as determined by your manager. On particular occasions, be prepared to lead a session or room.

14. Report any significant/notifiable events or concerns through line management channels, including when working out of hours if needed.

15. Be supportive – through maintaining records and supporting the leadership team in their goals. Support new services, projects and plans with full cooperation.

16. Develop and maintain positive working relationships with your stakeholders, including Service Users and their families, Watford Mencap colleagues, grant funders, Ofsted and authorities.

17. Any additional duties reasonably expected within this level and role.

This job description may be reviewed annually to meet changing service requirements.

Person Specification:

Support Worker – Community Activities for Children & Adults

	Qualities Required	Essential/Desirable
Education & qualification	Level 2 Ofsted recognised Early Years relevant qualifications	Desirable
	Evidence of commitment to continuing self-development	Essential
Experience	Experience of working in a team	Essential
	Experience of supporting children or adults	Desirable
	Experience of supporting children or adults with a learning disability	Desirable
Knowledge	Excellent knowledge of current standards within Ofsted.	Desirable
	Understanding the theory of play	Desirable
	Knowledge of need and rights of people with learning disabilities	Essential
	Knowledge of Health & Safety and Risk Management	Essential
Skills	Able to support young people in a creative way	Essential
	Strong communication skills	Essential
	Able to form effective working relationships	Essential
	Be a self-starter	Essential
	Complete and maintain accurate written records	Essential
	Be a problem solver	Essential
	Excellent IT skills	Essential
General	Able to demonstrate genuine commitment to the values and goals of Watford Mencap	Essential
	Car driver, with ability to travel to various work locations	Desirable

Our Values

To be successful in this role we expect you to share and live our values:

Value	Behaviour
Inclusive	You involve the people you support to live the life they choose by listening to them and planning with them and advocating for them.
	You work with the families and a range of professionals, managing priorities and always staying focused on the person you are supporting.
	You are able to communicate effectively with people with a learning disability, adapting your approach to the needs of the person at the time.
Respectful	You demonstrate through your actions respect, dignity, diversity, and privacy for people you support.
	You develop and maintain effective working relationships with people you support, their families, colleagues and partner organisations.
	You work flexibly and can adapt to changes in workload as necessary.
Welcoming	You can support the manager to bring the team and people you support with you.
	You can communicate with a range of people with differing abilities.
	You can develop and maintain a welcoming atmosphere for the people you support and their families.
Progressive	You can work with colleagues and other health and social care professionals to meet the needs of the people you support.
	Keep your social care knowledge and skills up to date.
	Be able to record information, access and manipulate data stored in IT systems and share information easily and appropriately.
	Be innovative with ideas and passionate about developing the service.
Challenging	Be able to think creatively to develop more effective systems as the needs of the service changes.
	Professionally challenge prejudices that cause barriers for people living with learning disabilities.
	Use all available information to ensure that the support packages commissioned meet the needs of the people you support whilst maintaining effective working partnerships.