



JOB INFORMATION PACK

Role: Support Worker – (Community Services)

About SoLO

Social Life Opportunities (SoLO) is a registered charity which supports children, adults, and young people with learning disabilities to flourish and thrive. Through the provision of safe and secure specialist services and social activities, we support and challenge our service users in a safe environment which helps to build their confidence, teach them new skills, and empower them to achieve their full potential.

To learn more about our charity visit www.sociallifeopportunities.org.

Working for SoLO

SoLO is a welcoming, friendly, and inclusive charity whose service user enjoy fun and developing activities in a secure and caring environment, which is reflected in our values and ethos. Our values are central to all our work with service users, their families, and others.

What to expect working here:

- A great environment for children and adults with a learning disability with a strong community ethos.
- A working environment where staff are valued and treated with respect.
- Hard-working, dedicated staff who strive to gain the best outcomes for all our service users.
- Incredible service users who love coming to our activities and services and are encouraged to learn the skills they will need for life in the community.
- An enthusiastic and supportive SoLO Team who put the interests of the service users first and are committed to the continual improvement of the organisation.

Safeguarding, Equality & Diversity

Please note our organisation is committed to equal rights and the promotion of choice, person centred care, the promotion of independence safeguarding and promoting the welfare of our service user. We welcome all applicants regardless of ethnic or national origin, racial, religion or beliefs, age, disability, sexuality, or responsibilities for dependents.

JOB OVERVIEW

Job Title	Support Worker – Personal Assistants (Community)
Term	Permanent/Fixed Term
Hours	Full time or Part time
Salary	£
Location	Community
Role Purpose	To support children/young people/adults with a learning disability to live fulfilling lives and develop independence in their lives within home or community settings.
Business Function	Service – Community Services
Reporting to (Line Manager)	Service Manager
Benefits	<ul style="list-style-type: none"> • Annual Leave 31 days per year including bank holidays (pro rata) • Comprehensive training and development • Company Sick Pay • Employee Assistance Scheme • DBS • Pension

Person Specification

E = Essential, D= Desirable

Qualifications	E/D
Relevant care qualification (or willingness to work towards)	E
GCSE Grades A-C in Maths and English – or equivalent	E
Experience	E/D
Experience of working in a similar role / care setting	E
Experience of working within the community	E
Experience of Microsoft Office and other IT packages	E
Experience of service delivery	D
Knowledge, Skills, Abilities & Other	E/D
Understanding of the needs of people with a learning disability	E
Understanding of confidentiality, GDPR, and safeguarding	E
Understanding of the key principles of person-centered support	E
Understanding of the key principles of positive behaviour support	E
Ability to work as a team service user and on own initiative	E
Ability to manage and prioritise workload	E
Sound planning and organisation skills	E
Willingness to learn and develop in the role	E

DUTIES & RESPONSIBILITIES

- Ensure adherence to SoLO's policies and strategies on a day-to-day basis.
- Lead responsibility to provide support to, and take responsibility for, an individual service user as required to ensure their needs are met.
- Ensure that risk assessments are followed and highlight any new areas of risk to Line Manager.
- Communicate on all aspects with service user and parents/carers including feedback on activity and update applicable systems and line manager.
- Complete an incident report forms where necessary and to report all concerns or incidents to the Line Manager.
- Ensure that systems are updated, and confidentiality is maintained at all times.
- Ensure the health and safety of the individual service user being supported and service users of the public.
- Attend or contribute to Support meetings as required.
- Work together with Line Manager, to provide a safe and fun environment for the individual service user being supported.
- Provide efficient and effective administrative support to the service including the timely return of service users registers, financial and care records.
- Attend 121s, training and planning sessions as requested by Line Manager.
- Undertake other duties as may arise from time to time as directed by the Line Manager.

KEY PERFORMANCE INDICATORS

- Support Line Manager to develop service strategies.
- Provide person centre support to service user/s
 1. Follow service user profiles and support plans to ensure meaningful and appropriate support provided
 2. Follow service user risk assessments to ensure compliance and safety
- Ensure Daily reporting of service user activities are completed via applicable system
- Ensure Health and Safety within the community by:
 1. Review rota and update as applicable with line manager
 2. Maintain accurate timekeeping records via system
 3. Ensure any activities / trips / breaks are within care plan and budget have a suitable risk assessed which have been agreed with line manager
 4. Notify line manager of any changes to agreed working arrangements
- Provide accurate and timely information to line manager.
 1. Provide incident reports in accordance with incident reporting procedures
 2. Provide MAR checks in accordance with Medication management procedures
 3. Provide service user registers and daily reporting
 4. Provide evidence for any service users cash expenditure
 5. Monitor and report any Health & Safety concerns
- Ensure all service user records are up to date and accurate.
 1. Review and update service user profiles and support plans
 2. Review, develop and update service user risk assessments and care plans as required
- Support Line Manager with external communications.
 1. Liaise with family/carers for information updates and handover of care information
 2. Manage professional appointments / bookings for service where applicable.
- Ensure up to date and compliant with DBS and Training requirements.
- Ensure all systems are monitored and updated regularly.