

SEE ABILITY

Live. Love. Thrive. Belong.

Job Title	Support Worker
Responsible to	Registered Manager & Deputy Manager

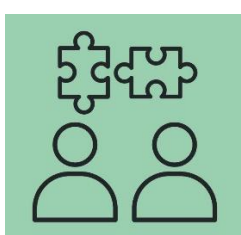
Our Values



**Respect is
our
starting
point**



**We spark
imagination**



**We learn
together to
be our best**



**We believe
in each other**

Role Purpose

As a Support Worker at SeeAbility, you'll play a vital role in helping people with learning disabilities, autism, physical disabilities, and sight loss live fulfilling lives. Working within a compassionate team, you'll create a safe and inclusive environment where every individual feels valued and supported. You'll empower people to grow and thrive, respecting their preferences and needs—whether that means supporting them to make their own choices or acting in their best interests.

Values, Behaviour & Culture

- By demonstrating our values and behaviours you will support the creation of an open culture where: -
 - There is fairness, we can all be ourselves and feel we belong.
 - Everyone is able to contribute and feels listened to.
 - People make their own decisions and are accountable.
 - Everyone feels appreciated, safe and able to do their best.
- Maintain a people focused environment which supports people to live, love, thrive and belong through access to the rights and opportunities available to everyone

- Act as an ambassador for SeeAbility and actively develop positive relationships with people we support, your colleagues, families, healthcare professionals and contractors
- Share key information with your colleagues, developing and undertaking ideas and initiatives to help us succeed
- Support continuous improvements and organisational change within your home through positive communication and leading by example
- Engage in open and honest communication addressing concerns and identifying risks in a timely manner and escalating appropriately
- Take responsibility for your learning and development by completing all mandatory and statutory training in full and ensuring it is renewed before the expiry date, so your knowledge remains current and compliant

Teamwork

- Work closely with your colleagues to give the best support to each person we support
- Share ideas and listen to others so everyone can work well together
- Help new colleagues feel welcome and learn how things are done
- Take part in team meetings to talk about what is going well and what could be better
- Support your colleagues when they need help by sharing tasks or offering advice
- Communicate clearly, kindly, and respectfully with others
- Value the different skills and experiences each team member brings
- Celebrate individual and team achievements, including the progress of the people we support
- Support a flexible working environment that meets the needs of both colleagues and the people we support
- Respond positively to changes in staffing and help find solutions to maintain safe and consistent support
- Encourage open conversations about team wellbeing and contribute to a supportive workplace culture

Quality, Compliance & Safeguarding

- Deliver person-centred support that champions individual choice, wellbeing and safety
- Build trusting relationships with the people we support and tailor support to their unique needs and preferences
- Safeguard and promote the welfare of individuals, ensuring their rights and dignity are upheld
- Support people to plan and achieve personal goals, including engaging in creative, social, and learning activities
- Assist with personal affairs and appointments, acting as a role model and trusted support

- Work closely with the person and their support network to provide safe, high-quality support
- Follow all relevant social care legislation, policies, and procedures to ensure a safe and compliant environment
- Keep accurate and up-to-date records using organisational digital platforms
- Share relevant information appropriately with colleagues and managers, using organisational digital platforms and always maintaining confidentiality
- Use email and digital tools to communicate effectively and ensure important updates are passed on
- Contribute to clear and consistent handovers using the communication book and other agreed methods to support continuity of care
- Promote a culture of openness and empowerment, involving individuals in decisions about their lives
- Identify, report, escalate, and respond to, any safeguarding concerns in line with policy and procedures
- Support SeeAbility's reputation by engaging positively with your local community
- Work alongside volunteers and befrienders to help people we support live fulfilling lives
- Handle personal data responsibly and follow data protection guidelines
- Engage with key worker responsibilities where applicable, including developing and maintaining personalised support plans, coordinating care, and acting as a consistent point of contact for the person we support and their family to ensure continuity and quality of support

Person Specification

Qualifications	<ul style="list-style-type: none"> • Level 2 in Health & Social Care (or equivalent) or willingness to undertake.
Knowledge & Experience	<ul style="list-style-type: none"> • Understand and follow the key laws, statutory guidance, and CQC requirements relevant to your role • Preferred experience in supporting people with learning disabilities or autism and sight loss. • Demonstrable experience of Safeguarding legislation and processes relating to Vulnerable Adults.

Personal Qualities

- Resilient and calm under pressure, with the ability to manage unexpected situations and respond effectively to crises by identifying appropriate solutions and seeking support when necessary.
- Strong numeracy, literacy, and IT skills, with the ability to communicate clearly via email and confidently use Microsoft and other platforms
- Excellent communication and interpersonal skills, with experience in building and maintaining positive relationships with the people we support, their families, colleagues, and other health and social care professionals.
- Solution-focused and proactive, with the ability to prioritise tasks effectively and contribute to problem resolution.
- Committed to equality, diversity, and inclusion, actively promoting and protecting equal opportunities and celebrating individual differences.
- Motivated to develop professionally, with a willingness to undertake required training and continuously improve knowledge and skills.