



Community Outreach Support Worker

- £10.50/hour, increasing to £11.50/hour on successful completion of your 6-month probation period
- Full-time, part-time and zero-hours contracts available
- Full UK driving licence essential
- Based in South Oxfordshire

Why work for us?

Care with Heart is a small service based in Sutton Courtenay, South Oxfordshire. We exist to help people with learning disabilities make meaningful choices about their lives and live the life they choose. We provide excellent quality, person-centred care to truly help people have the leading role in their own lives. This is a varied and inspiring role for someone who is passionate about providing outstanding care and helping people realise their goals and dreams. We believe that people provide the best care when they are excited and motivated by their work. We are committed to helping you develop your skills and interests, and offer varied development opportunities.

Job Purpose

Care with Heart is a small team looking for motivated and enthusiastic staff to support people with learning disabilities in the day and evening, with occasional overnight work. You will work with people to help them develop and implement their own activity programmes, working towards their goals and living fulfilling lives. Support will take place in people's own homes and in their local communities.

The successful applicant will work both 1:1 with people and within small groups, and will support people with social, leisure, education, and employment opportunities as needed. Line management and clinical supervision is through the service manager, and you will have the opportunity to develop your own areas of interest and work closely with colleagues to co-create an innovative service at the forefront of best practice.

Duties and Responsibilities

- To work with people with learning disabilities to develop, implement and review their activity programmes and help them achieve their goals
- To provide day-to-day care and support to people with learning disabilities, as agreed in their activity programmes and support plans
- To meet the individual needs of people in your care. This could include, amongst others:
 - ◆ Personal care
 - ◆ Support with clinical conditions such as epilepsy
 - ◆ Clinical procedures such as enteral feeding or intermittent catheterisation
 - ◆ Support with mobility and positioning
 - ◆ Augmentative communication
 - ◆ Positive behaviour management.
- To work closely with people receiving support, their families, and the multidisciplinary team to provide integrated and consistent care
- To be an active and collaborative member of the Care with Heart, improving practice and enhancing the service
- To take responsibility for your own professional development and competence, with support from your line manager
- To safeguard vulnerable people by maintaining a good understanding of safeguarding and taking action as needed, following Care with Heart's policy and local guidance.

Dimensions

- *Code of Conduct*
 - ◆ To act in accordance with Care with Heart's founding principles and ethos

→ *Specialist support and interventions*

- ◆ To maintain working knowledge of legislation, policy and guidance pertaining to learning disabilities
- ◆ To observe, report and record changes in the health and behaviour of people in your care
- ◆ To aid the Care with Heart team in reviewing the support needs and activity programmes of people in your care, reporting changes promptly to provide a responsive service
- ◆ To respect the customs, individuality, values, sexuality and spiritual beliefs, of people in your care, supporting the individual to fulfil these. To identify and take action when any behaviour undermines diversity and equality
- ◆ To be responsible for the correct administration of prescribed medication and clinical procedures in line with the care plan.
- ◆ To work within professional guidelines related to consent and capacity to consent
- ◆ To support people in accordance with their positive behaviour support plans, within the philosophy of unconditional positive regard
- ◆ To be confident and fluent in a range of augmentative communication methods, with full commitment to ascertaining and acting upon people's choices.

→ *Effective communication*

- ◆ To communicate effectively with people receiving support, their families and carers, and the multi-professional team
- ◆ To ensure that all communication is within the boundaries of people receiving support's confidentiality and to seek guidance when unsure
- ◆ To keep accurate records of all care provided and contacts with people and those involved in their care, in accordance with Care with Heart policy.

→ *Service development and delivery, and governance*

- ◆ To assist in ensuring that high standards of care and support are given and maintained and act when standards are not being met
- ◆ Involve people, their families and carers in developing, maintaining and implementing activity programmes and support plans
- ◆ To contribute to the running (implementation) of the service and to helping us understand how well we are doing (evaluation)

- ◆ To contribute to the identification of areas for potential service improvement and participate in further action
- ◆ To support the maintenance and monitoring of service standards, contributing to the collection of data/ information for the purpose of audit, research and service performance
- ◆ To contribute to the development of service standards, and to help identify areas for potential service improvement.
- ◆ To assist in the implementation of all policies and procedures, and help ensure standards are adhered to within the team
- ◆ To adhere to systems for risk assessment and minimisation including promoting a culture in which near misses and incidents are reported
- ◆ Uphold Care with Heart's philosophy of positive risk-taking to enhance the lives of people receiving support
- ◆ To present a positive image of the team and service.
- ◆ To undertake any reasonable request or instruction made by your line manager.

→ *Personal and professional development*

- ◆ To attend training that is essential to your role, and refresher training where necessary.
- ◆ To monitor your training records to ensure that training essential to your role is kept up to date.
- ◆ To keep up-to-date with current literature and research in the specialty of learning disabilities
- ◆ To continuously update your own knowledge of current research and evidence-based practice and share this with the team to improve the service as a whole
- ◆ To implement current, evidence-based practice within the support you provide
- ◆ To demonstrate commitment to your own professional and personal development, and always strive to develop and improve.