

## **Job Description**

### **Support Worker**

- General:** Rose Road is a Southampton-based charity supporting children and young people with complex disabilities and care needs, and their families, from across Hampshire and surrounding areas, providing respite accommodation, on-site and community-based outreach and day services, and telephone SEN advice services.  
The post holder will be expected to operate in line with our workplace values which are detailed in this document.
- Responsible to:** Assistant Manager
- Hours:** Contract up to 30 hours covering various shifts between the hours of 7am and 9pm. Shifts can include a combination of mornings, days, evenings, weekends and the occasional sleep-in over a four week period. Rotas are available in advance and additional hours are available during school holidays.
- Salary:** £12.90 – £13.90 per hour depending on the hours worked.  
The weekday rate is £12.90 per hour.  
The enhanced rate is £13.90 per hour and is paid for all weekend hours and waking hours from 9pm to 7am on weekdays.
- Conditions & Benefits** The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal.  
Normal Association conditions of service apply:
- 25 days annual leave per annum, rising to 28 days after five years continuous service.
  - Contributory pension scheme
  - Paid sickness (following 3 months service)
  - Training and Development
  - Employee Benefit Programme, including 'help to buy'
- Closing Date:**
- DBS Check:** This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service

**Qualifications:** An appropriate level 3 Diploma, or a commitment to undertake the qualification within an agreed time frame.

**Purpose:** Safeguarding - to ensure that all the policies and procedures of the Association are followed with regard to safeguarding in order to ensure that all service users are protected from harm at all times. To ensure you are aware of the reporting protocols for a safeguarding concern or incident. To be aware of your responsibility in identifying and acting on any examples of poor safeguarding practice within the setting.

Personal Care – To provide and support full personal care to children/adults. This will include, bathing, toileting, feeding (orally or through feeding tubes). Moving and handling of children/adults if required. To communicate clearly with them using their preferred method of communication.

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Activities - Activities will include accessing opportunities in the community, in house activities and encouraging independence skills.

Reporting/Recording – To complete clear and detailed daily records for children/adults during their stay.

Maintain Individual Records - To file away, maintain and store children/adults daily records in line with the policy.

Routine domestic tasks - To carry out tasks to contribute to the general upkeep of the units such as shopping, cooking, laundry, cleaning and bed making.

Team work – To work positively as part of the respite team. Communicating well with colleagues, supporting each other and build trusting working relationships with all staff.

Transport duties – To escort children/adults to school, college or day services when required.

Supervision/ Annual Appraisals - To attend and actively participate in supervision with your line manager and

Training and Development – To undertake all mandatory and relevant training as identified and agreed with line manager to ensure personal and professional growth and to adhere to association policies. **(All training is provided)**

Association Policies – To adhere to all association policies at all times. **(These are available to all employed staff)**

Dignity & Respect – To ensure you display dignity and respect to all employees and children/adults of the association.

A commitment to the ethos of the Association.

To undertake other duties that may be required by the association to contribute to the development of the service and maintain a positive environment for the children/young adults.

## Person Specification – What we need from you?

### Support Worker

This section outlines the things we need from a Support Worker. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Education and Training	
Essential Criteria	Desirable Criteria
Child care/NVQ Qualification or willingness to work towards within an agreed time limit	

Achievements, Experience, Skills & Abilities	
Essential Criteria	Desirable Criteria
Good communication skills	Experience of working with young disabled people
This role requires you to have at least 6 months experience either within a previous care/support worker role or other relevant experience and you do need to be over 18 years for this role.	Child care/NVQ Qualification or willingness to work towards within an agreed time limit
Understanding of the principles of equal opportunities	
Recording skills/following programmes, care plans and risk assessments	
Ability to use own initiative and work as part of a team	
The individual must have the physical capacity to partake in the moving and handling of service users	

Values & Behaviours	
Value	Behaviour Level
We are Trustworthy	1
We are Kind	1
We are Open & Honest	1
We are Forward Thinking	1
We are Professional	1

## Our Values – Why they are so important.

Our focus is always on the children and young people we support, as well as their families, our employees and volunteers. Our Values are essential in providing a moral compass that guides actions and decisions, creating a shared culture, establishing trust, driving strategic direction, and infusing the organisation with meaning and purpose.

### Values Framework Summary



#### **Our Values:**

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice.

#### **We are Trustworthy**

We build trust with the children, young people, and families we support – as well as our partners - by being dependable, reliable, and accountable in all that we do.

#### **We are Kind**

We understand and value the unique needs of the people that we support. Providing care and support with compassion and empathy.

#### **We are Open & Honest**

We foster an honest and open-minded culture and are transparent in both our decision making and communication.

#### **We are Forward Thinking**

We are committed to providing the highest quality of care, constantly seeking new, collaborative, and creative ways to deliver our services– encouraging everyone to be ambitious and to achieve their goals.

#### **We are Professional**

Flexible and agile in our approach, we uphold the highest professional standards to meet the needs of our children, young people, and their families.

The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

#### **Behaviours:**

Our five values have clear descriptions and identified behaviours that demonstrate what they look like in practice. The behaviours are split into three levels which are intended to be relevant and consistent throughout various roles within Rose Road.

Job Descriptions include the different levels of each behaviour required which should be demonstrated throughout recruitment processes and ongoing employment.

Full details of the behaviours can be found in the 'Values Framework' document contained within the recruitment pack.