

Job Description & Person Specification

Position: Support Worker

Reports To: Service Manager

Our Values and Behaviours

To act in accordance with “Our Values and Behaviours” at all times when delivering your role, ensuring that “Kindness”, “Respect”, “Belonging”, and “Empowerment” are fundamental to your behaviour.



Policies and Procedures

In addition to undertaking the accountabilities as outlined below, the post holder will be expected to fully adhere to all Norwood policies and procedures which are referenced in the employment contract and Norwood's intranet.

Role Summary

Support adults with learning disabilities in line with relevant care standards and Norwood’s policies. Provide person centred support that helps people live full, active lives at home and in their community.

Key Accountabilities

1. Supporting People and Delivering Person Centred Care

- a. Support adults with learning disabilities at home and in the community, including household tasks, appointments, activities, and interests.

- b. Support people to build independence, make choices, and take part in social, cultural, educational, and work opportunities.
- c. Deliver flexible support tailored to each person using agreed approaches and guidance.
- d. Provide personal care when required, always respecting privacy, dignity, and choice.
- e. Work with individuals, colleagues, families, and professionals to plan and review support so agreed goals are achieved.
- f. Help develop and review person centred care and support plans so individuals can take part in decisions about their lives.
- g. When acting as Keyworker, support delivery and review of individual learning plans and outcomes.

2. Safe Practice, Health and Professional Standards

- a. Use safe moving and handling techniques and equipment in line with training.
- b. Administer medication safely in line with policy, training, and individual plans.
- c. Respond calmly and appropriately in emergencies.
- d. Keep accurate records, complete required checks, and update systems including Nourish to ensure safe and consistent support.
- e. Keep knowledge and skills up to date, complete training, and take part in supervision and development activities.

3. Safeguarding Responsibility

- a. Safeguard and promote the wellbeing of the people we support at all times.
- b. Recognise concerns, act promptly, and report them in line with safeguarding procedures and legal requirements.

Person Specification

	Essential	Desirable	Evidence
Qualification(s) – **Willing to undertake	<ul style="list-style-type: none"> Math & English at GCSE level. 	<ul style="list-style-type: none"> **NVQ 3 Health & Social Care (Adults) and/or QCF Level 3 **Completion of the Skills for Care Induction. **First Aid 	Cover Letter / CV / Onboarding
Experience	<ul style="list-style-type: none"> Experience of working with people with learning disabilities and autism and/or complex behaviour needs. Experience of delivering support using the Positive Behaviour Support framework. 	<ul style="list-style-type: none"> Experience of delivering support using the principles of Applied Behaviour Analysis (ABA). 	CV / Interview / Onboarding
Knowledge & Training	<ul style="list-style-type: none"> Understanding of Learning Disabilities. Strong Literacy and Numeracy skills. 	<ul style="list-style-type: none"> Clean driving licence and willingness to drive Norwood's vehicles Person Centred Planning. Person Centred Risk Taking. 	Cover Letter / CV / Interview

	<ul style="list-style-type: none"> • Commitment to an inclusive approach to service planning and delivery. • Understanding and ability to support people with a range of communication and behavioural needs. • Ability to be self-motivated and use initiative within a structured framework. • Ability to communicate effectively with a variety of stakeholders; people we support, families, carers, colleagues and external agencies. • Able and willing to support with all aspects of domestic and personal care. 	<ul style="list-style-type: none"> • Training in Systematic Instruction. • Person Centred Approaches and Active Support. • Understanding and awareness of the Jewish culture. • Health and Safety at Work. • Creativity. • Knowledge of safeguarding Adults, Mental Capacity Act and Deprivation of Liberty Safeguards. • Good IT skills. 	
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Personal Qualities & Attributes	<ul style="list-style-type: none"> • High degree of personal integrity with a commitment to confidentiality. • Empathic & understanding, with a positive attitude regarding people with learning disabilities and autism. • Understanding of and ability to cope with needs of residents i.e. challenging behaviour, physical and emotional needs. • Ability to meet the physical, emotional, intellectual and leisure needs of people we support, inside and outside of home. • Commitment to following evidenced based practice. 	Ability to support and participate in recreational activities inside and outside the home	Cover Letter / CV / Interview
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Safe Recruitment: This role is subject to safer recruitment checks in line with CQC Regulation 19. Appointment will be conditional on the satisfactory completion of pre-employment checks, including Right to Work in the UK, and a DBS check appropriate to the role.

This job description is not exhaustive and may be updated as accountabilities evolve.