

Relief Support Work – COVID ‘key worker’ status

Bank Worker Job Profile

The purpose of this role is to:

Provide excellent care and support to people with a learning disability, autism or both, to ensure their safety and wellbeing.

During the current COVID-19 pandemic, in addition to ‘regular’ shifts, bank workers may be asked to provide back-up support to core staff teams by:-

- Collecting shopping/prescriptions
- Household tasks including preparing food and cooking
- Driving

As a bank worker you will be offered shifts and duties in line with your experience, skills and training:

All of your actions will demonstrate your respect for the rights of the people you are supporting, and for their decisions and choices.

You will offer guidance and advice to people where it is in their best interest.

You will take steps to find out each person’s preferred method of communication, listening to them and encouraging their communication.

You will provide physical care and assistance in accordance with people’s agreed care plans, respecting their preferences and taking steps to preserve their dignity.

You will support people to achieve their personal outcomes.

You will coach people to develop new skills and recognise and use their talents.

You will help people to generate solutions to the problems they face, assisting them to find and use relevant information.

You will support people to maintain important relationships, which may require you to intervene to help resolve conflicts.

You will connect people you support with others with whom they have shared interests and ideas.

You will encourage people to value work, supporting them to find and maintain employment.

You will promote people's individuality, where necessary advocating on their behalf.

You will encourage and support people to exercise all of their rights, responsibilities and obligations as citizens.

You will take appropriate action to ensure that people you support are safeguarded from abuse.

You will assist people to access services and agencies necessary for their wellbeing.

You will adventure with people, encouraging and assisting them to overcome barriers and try new things in a safe and supportive environment.

You will act in a professional manner, keeping good records, communicating effectively and sharing information as appropriate.

You will devote the whole of your working time, attention and abilities to the people you are assigned to support.

You will act as an effective team member, co-operating with Brandon Trust employees and other workers in the best interest of the people you are assigned to support.

You will understand and comply with the standards that you are required to work to and you will endeavour to exceed them.

You will comply with all aspects of the statutory and local regulations in respect of Health, Safety and Environment.

You will dress and behave appropriately for the support role you are undertaking.

You will understand that this is not an exhaustive list of the things you will be required to do, and may vary within differing services.

These characteristics are essential for this role:

- Innovative problem solver
- Flexible attitude
- Open to challenge
- Willing to try new activities
- Encouraging
- Adaptable
- Able to flex working patterns
- Self aware
- Considerate
- Calm under pressure

March 2020