

Inspected and rated

Outstanding ☆



Options

Living life to the full!

Support Worker

Job Pack

"Together, we give every person we support the opportunity to have a fulfilled and meaningful life."

Support Worker

Background

Options for Supported Living, founded in 1993, is a well-established local charity, providing support for people with learning disabilities within Merseyside. We are proud to be celebrating our 30th year in 2024.

For us, it's all about making a positive difference in peoples lives. We have grown gradually over the last 30 years and currently provide support to 181 people across Liverpool, Wirral, and Sefton. We employ 376 staff across the whole organisation providing a mix of supported living and outreach-based support.

At Options, we aspire to be different to other supported living providers. We are shaped by our vision, values and beliefs and set a high bar when it comes to person-centred principles.

Even with the pressures in social care at the moment, we continue to invest in training, healthcare, inclusion, innovation, and quality to ensure the people we support are living the lives they choose and to the highest quality.

As we look towards the next 30 years of Options support, we want to do more to influence the communities around us, and the wider social care system to demonstrate what is possible.

We are proud to hold an Outstanding rating with the CQC. This is only possible due to our innovation, quality of all our staff and great leaders.

Our Vision.

"A better world where people with disabilities contribute as unique and valued members of dynamic and inclusive communities."

Our Mission.

We support, empower and enable people with disabilities to live their lives to the full.

Our talented and dedicated teams work collaboratively with families, carers, partners and our communities to offer genuine person-centred support.

"Together, we give every person we support the opportunity to have a fulfilled and meaningful life."

Our Values.

Creative Collaborators - We love teaming up and thinking outside the box. We listen, learn, and welcome diverse ideas because it makes us stronger and helps us do better.

Courageous Advocates - We stand up for fairness, celebrate every victory, and speak out for those who can't. It's all about creating a world where everyone is treated equally.

Passionately Committed - to improving lives. Balancing our team's well-being with our mission, we stay positive and keep pushing for a more inclusive society.

Curious Learners - We're always exploring new ways to understand and support our community. We believe in growing our skills and learning from each other. We're authentic, bold, optimistic, and full of knowledge, committed to making life better for everyone.

What We Believe.

We believe that we all...

- Should have control over our own lives and the resources to shape our future
- Deserve belonging, acceptance, and dignity in our communities
- Should be able to have enriching experiences, meaningful relationships and express our own cultural and spiritual beliefs
- Should take responsibility for what we can and ought to do for ourselves, whilst caring about others and helping those around us.

Living life to the full!

Support Worker

Job Description

Details

Reporting to:

Team Leader

Role Purpose:

To provide effective support to enable people with learning disabilities to live their lives to the full.

Main Responsibilities (People we support)

1. Enable people to achieve their full potential
2. Support people to fulfil their wishes expressed day-by-day and identified in their Essential Lifestyle Plans
3. Support people in the day-to-day tasks involved in ordinary living
4. To support people through difficult times when they may injure themselves, be verbally abusive to staff and others around them, or attempt to hurt those around them
5. Very occasionally restraint may be required
6. Support and encourage people to take part in the things that they enjoy
7. Understand and respect the relationships which are important to people supported
8. Maximise the safety of people supported, staff and the community with the overall goal of supporting people to achieve positive outcomes in their life
9. Work consistently within Guidelines for Support, which ensure people are well supported, when anxious, worried or angry
10. To provide personal care for the people we support who need it. This means supporting a person bathing, washing, shaving, drinking, eating, going to the toilet and including intimate personal care
11. Ensure safe administration of medication and completion of full and accurate records
12. To maintain records necessary to support people effectively
13. May include some aspects of physical activity i.e. using hoists, pushing wheelchairs or supporting people to take long walks, or any other exercise.

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Support Worker

Job Description

Main Responsibilities (Staff Team)

- Contribute to and participate in a team-based approach
- Attend training, development and team meetings, which may be additional to contracted hours
- Take part in regular support and supervision
- Act as a role model for those around you
- Work within the organisation's Working Values (copy attached).

Main Responsibilities (Finance & Administration)

- Keep full records of all income and expenditure
- Fully comply with the financial and administrative procedures of the organisation.

Main Responsibilities (Management & Organisation)

- Participate in the On-call system (when suitably experienced) and to work sleep-ins or waking nights when required
- Work to all Policies and Procedures
- Promote positive relationships with those closest to people supported, and all others helping to support them
- Shape the organisation by expressing your views and contributing to how it develops.

Main Responsibilities (Self-Development)

1. Attend and participate in all training and development as identified to develop one's own skills, and abilities
2. Maintain a constant desire to learn and develop.

Support Worker

Person Specification

Positive Value Base and Person Centred Approach.

Must be committed to ensuring that people with learning disabilities are valued and enabled to take control of their own lives. To champion this when the going gets tough.

Relationship Skills

To get on well with people supported and others around them. To be comfortable and relaxed in their presence, supporting them and helping them to get to know others in their community.

Positive Role Model

Must be hard-working, motivated, flexible and pro-active. Someone who understands what needs to be done but can be relaxed about the pace at which some things will happen.

Integrity

Have a clear desire and commitment to working out one's values openly and honestly.

Problem Solving Skills

Demonstrate skills in understanding complex situations and difficulties, and work thoughtfully, sensitively, creatively and purposefully to solve these.

Team Focus

Committed to working in a team dynamic rather than individually, to develop and fully use the skills of all team members.

Listening Skills

Able to listen to what people supported are communicating verbally, by action and emotionally.

Personal Learning and Development

Show a desire and openness to learn and develop evidenced through continuous training and development. Be prepared to ask when help is needed.

Driver (for some posts)

Needs to have a clean driving licence.

Support Worker

Summary of Terms & Conditions

Hourly rate of Pay.

- £12.10

Full Time Contract.

- 40 hours per week.

Part Time Contract.

- Working 5 – 39 hours per week.

Sleep-in payments.

- Where the person we support requires a sleep in, an allowance will be paid per night details of which are held by the Finance Department. Not everyone we support requires a sleep in; therefore, sleep-in payments are not always applicable.

Sickness:

- 5 days (one calendar week) full pay per year (after the first 6 months of service) and after a waiting period of 3 days.

Annual Leave

- 28 days, pro rata.

Pension:

- Subject to eligibility, we will automatically enrol you into our nominated pension scheme after you have worked for us for three months. You can opt-out if you do not wish to be in Scheme. If you do not opt out, we will deduct your contributions to the pension scheme from what we pay you. Current details of the Scheme and your rights relating to it, and of your and our contributions, will be provided to you separately.

Training:

- Four year training programme.

Recruiting staff with Criminal Records

Options is committed to people – people we support with learning disabilities and people who work for Options – our staff. We recognise that sometimes people commit crimes, but then develop beyond that, with the potential to be great at supporting people with disabilities.

Options is committed to providing opportunities for employment for people who have a criminal record or have been the subject of police enquiries. What we must do is to ensure this happens safely, without putting people we support at risk – financially, physically or emotionally.

Options, therefore has a policy of carrying out Disclosure and Barring Service checks (DBS) on all of its employees. DBS checks examine people's police records and other national registers that may indicate someone's unsuitability to work with people who are vulnerable. We do this because:

- a) We want to ensure the safety of people we support
- b) We want to get the right staff (who may have committed offences but have developed beyond that)
- c) We are legally obliged to.

We comply with the DBS Code of Practice and undertake to treat all applicants fairly. A copy of the code of practice is available from the office if you would like one. We are keen to give a 'second chance' to people no longer likely to commit offences. Potential employees are advised at application stage i.e. in the application form, that they must disclose any cautions / convictions / warnings / court appearances which they have and that failure to do so will result in dismissal should the cautions / convictions / warnings be revealed subsequently, this is true of all civil and criminal offences. Should a candidate disclose cautions / convictions / warnings / court appearances at the interview stage, the chair of the interview panel should ask the person for more details. The decision as to whether or not to appoint should then be made bearing any of the information that has been disclosed in mind.

Should a successful candidate not reveal any cautions / convictions / warnings / court appearances which he/she have at application, Options will terminate that person's employment, based on non-disclosure, and the need for honesty and integrity in the service. Applicants are always appointed subject to a satisfactory DBS check.

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Recruiting staff with Criminal Records

Options reserves the right to refuse employment to anyone who has a conviction for the following, should the circumstances of that conviction indicate that the employee may pose a potential threat to any of the people we support.

- Fraud
- Obtaining money by deception
- Crimes of a violent nature
- Burglary
- Theft
- Actual Bodily Harm
- Drug Related Offence

No offence whatsoever is regarded as spent as Options work and appointments are exempt from the Rehabilitation of Offenders Act 1974 due to the nature of the work that we do.

Options also reserves the right to refuse employment to anyone who has a number of convictions over a period of time, where the crime itself may not warrant either not appointing a candidate or termination of employment but the frequency and the pattern of crime indicate the person may re-offend.

Having a criminal conviction will not necessarily bar you from working for us. That will depend on the nature of the conviction and the circumstances and background of your offences. Dishonesty regarding convictions, cautions or court appearances will lead to non-appointment.