**Job Description:** Complex Needs Support Worker

**Salary:** £8.98-£9.79 per hour

**Responsible to:** Complex Needs Manager

**Purpose of Post:** The job involves working closely with children and adults, with complex needs and communication needs. A key requirement is to provide personal welfare support and to ensure that children and adults are provided with a safe, supportive and stimulating environment. This will include supporting individuals with Profound & Multiple Learning Disabilities (PMLD), individuals with complex health needs & individuals with behaviours that challenge.

To support people observing a Person-Centred approach at all times.

The post holder will support people under the scope of current and emerging Regulations/Contracts/Grant Specifications and plan and provide appropriate opportunities.

This post will involve working weekends, evenings and possibly overnight stays. We will consider applicants for specific roles and time structures.

**Main duties and responsibilities:**

**Managing service delivery and performance**

1 Within Holiday and Short breaks activities, Day Services, 1:1 and community settings, provide a safe, supportive and welcoming environment for people.

2 To plan and provide stimulating and developmental opportunities to encourage people from all

backgrounds to develop and express themselves through appropriate activity (Support people with varying levels of complex need). Be able to use your initiative & create bespoke activities to ensure engagement & positive outcomes for the individuals you support.

3 To provide personal care, whilst maintaining dignity & respect for the individual at all times. To support people who may have complex health needs e.g. PEG feeding, severe epilepsy & physical disabilities etc.

 Potential applicants must be prepared to undertake the relevant training required to support with these

 issues, safely & confidently.

4 Provide practical information and assistance to People, Parents/Carers about local services to inform choice.

5 To provide fun and creative activities for children & young people. Provide activities to Adults which enhances wellbeing and independence.

6 To have the ability, confidence & understanding to provide 1:1 support in people’s own homes, to access their community &/or within a EKM group or club setting.

7 To undertake risk assessment for all activities to ensure that all health and safety requirements are met.

8 To ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the Service Manager or, if unavailable, another Designated Safeguarding Lead (DSL).

9 To work with EKM workers to ensure a package of support is provided to children, young people & adults, and their parents, ensuring sensitivity to cultural needs and to address issues such as discrimination and other barriers to accessing services.

10 Maintain an inventory of all equipment and resources.

11 To undertake administrative tasks and keep records of service activity as required. Be directly involved with the construction of Support-Plans, Behaviour Plans, home & school observations & be an active part of initial home assessments etc.

12 This role could also include providing details of activities to the fundraising team. This could include identifying ideas within the service for a fundraising opportunity & communicating efficiently to the fundraisers, so that funders can be updated.

13 To be an ambassador for EKM, working in partnership with other agencies to ensure effective and co-

 ordinated community responses.

14 To work within EKM’s quality management system following all policies and procedures.

15 To report any problems/difficulties/complaints to the service manager and participate in follow up investigations as required.

16 To maintain confidentiality and to ensure that professional boundaries are observed when working with families, staff and external bodies and to work within EKM’s Code of Conduct.

17 Comply with referral assessment of need. Prepare sessions plans, through careful task analysis, based on personal need. Deliver meaningful outcome based activities.

18 Comply with differing requirements of the Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DOLS).

**Managing security**

19 To maintain the security and well-being of people and to communicate immediately with the service manager of any breaches of security.

20 To ensure that the security of sensitive information is maintained and complies with the requirements of the Data Protection Act 1998 and EKM Policies/Protocols (Information Governance).

**General**

21 To develop and maintain positive, collaborative working relationships with all EKM staff, both locally and across the wider organisation, being committed as part of the team to providing a high level of support and maintain good practice. To adhere to East Kent Mencap ethos of support & be friendly, approachable & maintain a positive attitude, even when faced with behaviours that challenge.

22 To attend all meetings or training as requested by the Complex Needs Manager. To attend regular supervision sessions/ team meetings and participate in EKM’s performance management processes.

This job description is provided to assist the post holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility or pay scale.

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| **Person Specification** | **Complex Needs Worker**  |  |
| **Criteria** |  | **Essential / desirable** | **How measured?****(Application form/interview/ assessment)** |
| **1** | **Education/ qualifications** | 1.1 | Good standard of general education | Essential | Application form |
| 1.2 | NVQ Level 3 or equivalent.Or, committed to undertake within agreed timescale | Essential  | Application form |
| 1.3 | First aid certificate or willingness to train | Desirable  | Application form |
| **2** | **Experience** | 2.1 | Significant experience of working with children and or adults | Desirable | Application form/ interview  |
| 2.2 | Experience of organising and providing activities.  | Desirable  | Application form/ interview  |
| **3** | **Abilities/skills/ knowledge** | 3.1 | Knowledge of the dynamics and impact of learning/physical disabilities  | Essential | Application form/ interview |
| 3.2 | An understanding of health and safety requirements in providing services for people. | Essential | Application form/ interview/ assessment |
| 3.3 | Demonstrate the ability to build and develop supportive relationships with people whilst maintaining professional boundaries | Essential | Application form/ interview |
| 3.4 | Understanding of and willingness to undertake training in Safeguarding and Child/Adult Protection and all other relevant programs. | Essential | Application form/ interview |
| 3.5 | Ability to build effective relationships, both internally and externally, showing sensitivity for others’ viewpoints and valuing diversity | Essential | Application form/ interview/ assessment |
| 3.6 | Ability to communicate clearly and concisely, including the ability to listen actively and match communication to the needs of the recipient. This include a clear understanding of complex needs and communication | Essential | Application form/ interview/ assessment |
| 3.7 | Ability work with initiative and to take responsibility for own actions and behaviour being able to reflect on previous experiences to improve own practice | Essential | Interview |
| 3.8 | Ability to be calm and resilient whilst under pressure and to remain optimistic and consistent | Essential | Interview |
| 3.9 | Ability to work as a team member and within a line management structure, understanding the importance of seeking guidance and support when required | Essential | Application form/ interview |
| 3.10 | Ability to plan and prioritise work activities | Essential | Application form/ Interview/ assessment |
| 3.11 | Demonstrable ability to use Microsoft Office (word, excel, outlook, access) | Essential | Application form/ Interview/ assessment |
| 3.12 | An understanding of CQC. | Essential | Application form/ interview/ assessment |

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**Disabled Applicants who meet the minimum criteria will be offered an interview in every circumstance**.