

**Job title:** Apprentice Support Worker

**Job family:** Direct services

**Reports to:** Service manager

**Management of:** None

**The key roles for Apprentice support worker are:**

- Team player
- Recorder & reporter
- Lifestyle enabler
- Safe practitioner
- Active supporter

**Team Player**

The apprentice support worker needs to work as part of a team and is expected to work effectively and collaboratively with all colleagues in delivering an effective service to the people we support.

**KPIs:**

- Demonstrates enthusiasm for Mencap, the team and its work
- Demonstrates commitment and reliability to team and service through good attendance and time keeping
- Takes responsibility for own performance and development, honestly assessing themselves and where they need to improve
- Is committed to improving the team's performance through contributing good ideas and solutions and supporting colleagues to succeed
- Actively engages with feedback, support and coaching given on own performance
- Develops positive working relationships within the team and with all other stakeholders

**Measures:** observations, honest conversations, contribution in team meetings, atmosphere of the service, evidence of team working, time-keeping and sickness record, development record, team communication records, continuous improvement plans, NVQ and college information.

**Recorder and reporter**

The apprentice support worker has an active role in ensuring the success of the service and should demonstrate this through timely and effective

recording and reporting. This involves contributing to individual plans and paperwork used to support our work with people in a way that is fair and respectful, with full guidance from team members. It also helps the service to show that it is compliant with regulatory, contractual and internal requirements.

**KPI's:**

- Demonstrates effective understanding and application of all recording and reporting requirements linked to their role in supporting people and working safely
- Records and reports information about the service and the people who use it accurately, promptly and clearly, ensuring any issues are escalated properly
- Demonstrates ability to work with and comply with agreed recording processes
- Engages and involves people in the development of plans and records that relate to them with full guidance from team members
- Communicates about the service and the people who use it with dignity, respect and responsibility

**Measures:** Evidence records, communication book and other service records/systems, individual support plans, evidence of collaborative working with people we support, issues/concerns are promptly escalated to right people.

### **Lifestyle enabler**

The support worker has an important role to play in supporting people to achieve the things that matter to them. This means helping people to make choices and decisions and exploring and accessing opportunities that help them develop a lifestyle that is meaningful and rewarding.

**KPIs:**

- demonstrates an interest and enthusiasm for working with a diverse range of people
- Supports people to identify their own needs and wishes rather than treating everyone the same
- demonstrates an active and effective approach to securing options with and for people, understanding both the potential and limitations of Mencap's role and seeking advice where appropriate
- works effectively with others in the team or wider Mencap to support successful progression and achievement for people

**Measures:** Evidence records, feedback from people who use service, feedback from team members, individual support plans, evidence of team working, asking the right questions about supporting someone

### **Safe Practitioner**

The ability to work safely and in compliance with regulatory, contractual and internal requirements is essential to the support worker role so that the

people we support can trust and feel safe and confident in the service that they use wherever this is delivered.

**KPIs:**

- Demonstrates understanding of and adherence to safe working practices to promote personal safety and safety of others
- Understands and follows agreed ways of working and procedures
- Demonstrates empathy with and understanding of working with vulnerable people and application of risk management processes
- Highlights and reports any practice issues or concerns through line management channels to secure support and improvement
- Demonstrates application of learning around safety issues within everyday work

**Measures:** health & safety records, notification reports, MENAC forms, escalation of issues, training records, adherence to process

**Active supporter**

The support worker has a responsibility to provide support to individuals in accordance with their individual support or learning plan. This may mean doing things with people or on their behalf where required.

**KPIs:**

- demonstrates ability and commitment to work within individual support plans to support all people to achieve their goals
- Works responsively with people, using a range of methods to engage with people successfully
- shares ideas with team members on how to best actively support people and receives feedback positively in return
- demonstrates an understanding of their duty of care to people and discussed and understands boundary lines
- demonstrates a flexible approach to working so that all opportunities are maximised in the best interests of people

**Measures:** Evidence records, evidence of support plans achieved, evidence of range of support methods used, evidence of team work, takes feedback positively, flexibility to work.

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