



Adult Services Bank Support Worker Job Description

Overview of Role

The Bank Support Worker is a frontline role working directly with clients as part of a team. The Bank Support Worker enables service users to participate in a comprehensive programme of educational, vocational, outreach, leisure and creative activities, and encourages and promotes independence. The nature of the work is very varied, and includes assisting with personal and dietary care, dealing with challenging behaviour, and offering 1:1 support as appropriate.

Working hours:	As required Monday - Saturday Various Hours between 8:30am & 9:30pm	Work Location:	Nansa Adult & Youth Centre, Norwich , but with travel out and about to support service users with activities
Salary Scale:	£8.91 per hour	Key Customers:	Service users using our services, their families, partner agencies
Responsible to:	Adult Services Manager	Staffing Responsibilities:	None
Approx. Budget:	None	Asset Responsibilities:	None
Safeguarding Role & Level:	Direct, regular contact with clients, Level 2		

Specific Issues Relating to This Job:

The nature of this role requires a high level of flexibility to provide appropriate support as required for a range of clients with varying levels and types of physical and learning disability. Attention to detail, an ability to work well as part of a team, and a positive approach are all key to this role.

Nansa Competencies:

- determination to make a difference
- creativity and flexibility
- proactive teamwork and personal leadership
- commitment to respect and dignity
- person centred empowerment
- continuous improvement
- working in the wider context



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Key Performance Indicators (Outcomes)	Main Duties	Relevant skills, knowledge and experience (E = essential, D = desirable)
<ol style="list-style-type: none"> 1. Service users are enabled to participate effectively in a comprehensive programme of activities that meet their objectives and aspirations. 2. Service users are empowered to be as independent as possible. 3. S.C.R.E.W Service Principals and Standards (see Below) 	<ul style="list-style-type: none"> ▪ Support Service users appropriately to ensure they can participate as independently as possible, and that attending Nansa is a positive, enhancing experience. ▪ Liaising appropriately with Nansa staff, other agencies and family to ensure the service user's aspirations and needs are identified, supported and met. ▪ Support Service users with any personal care needs, ensuring personal preferences are taken into account, in line with dignity and respect. ▪ Support service users who require additional assistance with eating or drinking, including direct help, food preparation and clearing up. ▪ Work closely with other members of staff to ensure service users are kept safe at all times, and any potential issues are dealt with immediately. 	<ul style="list-style-type: none"> • NVQ Level 2 or equivalent in social care or willingness to work towards (D) • An understanding of disability issues, and a commitment to high quality, accessible and inclusive services (E) • Ability to work on own initiative and as part of a team (E) • Flexibility and a positive approach (E) • Good organisation and communication (verbal and written) skills (E) • Current knowledge of safeguarding adults at risk (E) • Experience of working with people with disabilities (D) • Experience of working with groups (D) • Experience of dealing with adults who may have behaviours that are challenging (D) • Ability to drive and a willingness to drive Nansa vehicles (D)

Safe

How do systems, processes and practices safeguard people from abuse?

How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?

How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe & meet their needs?

How does the provider ensure the proper and safe use of medicines?

How well are people protected by the prevention & control of infection?

Are lessons learned and improvements made when things go wrong?

Caring

How does the service ensure that people are treated with kindness, respect & compassion, and that they are given emotional support when needed?

How does the service support people to express their views & be actively involved in making decisions about their care, support & treatment as far as possible?

How are people's privacy, dignity & independence respected and promoted?

Responsive

How do people receive personalised care that is responsive to their needs?

How are people's concerns and complaints listened and responded to and used to improve the quality of care?

Effective

Are people's needs & choices assessed & care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?

How does the service make sure that staff have the skills, knowledge and experience to deliver effective care & support?

How are people supported to eat & drink enough to maintain a balanced diet?

How well do staff, teams and services within and across organisations work together to deliver effective care, support & treatment?

How are people supported to live healthier lives, have access to healthcare services & receive ongoing healthcare support?

How are people's needs met by the adaptation, design & decoration of premises?

Is consent to care and treatment always sought in line with legislation?

Well led

Is there a clear vision & credible strategy to deliver high-quality care & support, & promote a positive culture that is person-centred, open, inclusive & empowering, which achieves good outcomes for people?

Does the governance framework ensure that responsibilities are clear & that quality performance, risks & regulatory requirements are understood & managed?

How are the people who use the service, the public & staff are engaged & involved?

How does the service continuously learn, improve, innovate & ensure sustainability?

How does the service work in partnership with other agencies?