

My role purpose is

- To actively engage in delivering person-centred support, and positively encourage community links and relationships.
- To support and promote Avenues vision, values and operating principles.

My key accountabilities are to

- Promote and uphold the privacy, dignity, rights, health, safety and wellbeing of people using the services
- Put the needs, goals and aspirations of the people who use the services first, helping them to be in control of their lives
- Consistently demonstrate the standards outlined in the *Skills for Care, Code of Conduct for Support Workers and Adult Social Care Workers in England*
- Work with others to develop services in accordance with the requirements and aspirations of those that use them
- Actively seek out links with local groups, activities and facilities, enabling community connection and inclusion
- To establish and promote positive professional relationships with colleagues and those connected to the people who use the services

My key responsibilities are to

- Take responsibility for my actions and inactions
- Proactively share information and knowledge
- Be an Ambassador for the organisation
- Encourage and support people who use the services to express their views and needs
- Complete and maintain up to date and accurate records
- Keep up to date with all relevant information about the services and the people who use them
- Take ownership of my own personal development and the quality of my work

I will be measured by

- Evidence of building and maintaining solid relationships with customers, families, advocates, care professional and colleagues
- Compliance with relevant regulatory bodies, internal policies, procedures and best practice principles
- Evidencing accurate and up to date records appropriate to the service and the people that I support
- Evidence of enabling community connection and inclusion for the people that I support

What personal qualities and behaviours must I be able to demonstrate?

- Common sense approach
- Compassion and kindness
- Honesty and openness
- Consistency
- Empathy

What knowledge and experience should I have?

- Basic understanding of Health and Social Care regulatory bodies
- Understanding of working with people disadvantaged through illness and disability
- Knowledge of the local area to where I work
- Level 2 diploma in Health and Social Care, or equivalent, or be willing to work towards

What skills will I need to demonstrate?

- Numeracy and literacy
- Self motivation
- Communication
- Practical daily living skills
- Adaptability
- IT skills