



## JOB PROFILE

**Job Title:** Support Worker and Relief Support Worker

**Reports to:** Deputy / Service Manager / Team Leader

### Main Purpose of Role

To provide high quality support to people to enable them to live independently and to have choice and control over all aspects of their life in order to deliver our Mission:

***“Positive Futures for people with a learning disability, acquired brain injury or autism- working together to achieve dreams and transform lives”***

...through fulfilling your role in line with our organisational values:

**PEOPLE FIRST** - the people we support will always be our top priority

**OPPORTUNITIES** - we seek out opportunities to make life better for the people we support through the commitment and dedication of our staff and volunteers

**SPEAKING OUT** - working in partnership with the people we support, we will champion their rights at every opportunity with decision makers, with government - locally, regionally and nationally - and in the media

**INNOVATION** - we are a learning organisation that is always looking for new, creative and better ways to do things

**TENACIOUS** - we don't give up - if it needs to be done, we believe it can and will be done

**INVOLVEMENT** - the people we support and our staff will always have a say in the running of the organisation and we will celebrate with our partners and stakeholders what we achieve together

**VALUE FOR MONEY** - we deliver life-long results and transform peoples' lives in a cost-effective manner

**EXCELLENCE** - we will always aim to be the best we can be in supporting people to achieve their dreams and transform their lives

## **Core Responsibilities**

### **1 The people we support**

#### **Providing Person Centered Support**

- Form a positive relationship with the person supported, maintaining appropriate professional boundaries with people we support and their families
- Provide high quality support at all times to every person we support. This means giving each person the individualised support they need in the morning, afternoon and at night-time (as outlined in the person's Person-Centred Portfolio and, if relevant, their Behaviour Support Plan) to live the life they want and achieve person centered outcomes
- Work as part of a team with other staff and volunteers to provide the right support to enable people to have a good life
- Learn about the person and share that learning with others who are also supporting the person
- Contribute to the assessment, planning, co-ordination and review of Person Centered Portfolios of the people we support
- Ensure any risks that are identified during support of a person are responded to promptly and escalated in line with Positive Futures' Risk Management Framework

#### **Supporting people to be safe and healthy**

- Support people to be safe and healthy in all aspects of their lives including:
  - Maintaining their physical and emotional well-being
  - Looking after their homes
- Support people look after themselves in all aspects of personal care as needed and / or provide personal care if needed ensuring that people are treated with dignity and respect at all times
- Support people to understand and protect themselves from different types of abuse
- Ensure every person we support is protected from abuse at all times and report any issue of concern in line with Positive Futures' Adult Safeguarding Policy

## **Supporting independence, social and communication skills**

- Support people to have choice and control over all aspects of their lives
- Support people to make decisions based upon informed choice and speak up for themselves and / or seek support from advocacy services where needed
- Support people to understand their responsibilities in relation to decision making and lifestyle choices
- Enable people to participate and contribute to their local community as active citizens (e.g. involvement in social, leisure and community-based activities engagement in volunteering, training and employment opportunities as relevant)
- Support people to keep in touch with important people in their lives (including friends, family, carers, advocates and any significant people)
- Support people to plan for and go on holiday, going with them if needed

## **Supporting people to develop and maintain key skills**

- Support people to understand and fulfil their responsibilities to look after their home in line with any tenancy agreements
- Support people with domestic chores such as shopping, preparation of healthy meals, cleaning, gardening, washing clothes and ironing
- Support people to manage their medication and finance as independently as possible
- Support people to get any benefits they are entitled to
- Support people to get help from the right people (e.g. their Social Worker, Doctor, Dentist etc.)

## **2 Staff, volunteers and other parties**

- Take part in the induction, ongoing coaching, mentoring and training of new staff
- Actively participate in meetings as required (e.g. team meetings, statutory meetings and meetings with people we support and families)
- Positively promote volunteering within the service, be familiar with volunteer processes and encourage volunteers in their role
- Challenge any poor practice and report any concerns to your Line Manager
- Maintain positive professional working relationships with key individuals and agencies
- Represent the service / project and/or the organisation as required.

### **3 Administration**

- Accurately maintain and store records within the service, using appropriate systems, templates and record keeping processes in relation to medication, finance, behaviours, incidents, communication, risk assessment etc.
- Use ICT systems to carry out the responsibilities of the post (e.g. Microsoft Office, HR and Finance information system, staff scheduling system).

### **4 Personal professional practice**

- Work in line with Positive Futures' Mission, Values and Code of Conduct and Practice.
- Work in line with CORU's Code of Practice which outlines professional standards for all social care workers and meet any registration requirements of the role.
- Participate in relevant learning and development courses as required and maintain your own mandatory training as required by the Service
- Take part in Person Centered Supervision and performance review with your Line Manager
- Read, understand and follow all policies, procedures and guidance, keeping up to date with any changes and / or developments.

### **5 General**

- Seek to make continuous improvements in your area of work.
- Promote and encourage the involvement of the people we support in the everyday work of our services and the wider organisation.
- Understand and respect confidentiality and maintain personal data in line with Positive Futures' policies, procedures and guidance.

This job profile provides a summary of the core responsibilities of the role, however, the job holder may be required to undertake other duties from time to time as Positive Futures may reasonably require.

The Chief Executive must be contacted in the event of all media enquiries.

## **PERSON SPECIFICATION SUPPORT WORKER / RELIEF SUPPORT WORKER**

Tell us how you meet the following criteria in the shortlisting section of your application form. We will use this information to decide whether to invite you to an interview.

### **Essential shortlisting Criteria**

1. Minimum 6 months experience providing paid or voluntary care or support for someone.

*You can meet this criteria if you:*

- *Have worked for at least 6 months in a paid care/ support role*

*Or:*

*You have at least 6 months voluntary experience e.g. can tell us about caring or supporting a child, family member, relation or friend, OR volunteering or completing a work placement where you provided care or support.*

2. Full, valid driving licence or an ability to travel independently to meet the requirements of the post.

### **Desirable Criteria**

- Previous experience of supporting someone with autism
- Recognised Level 5 award relevant to the role
- Relevant third level qualification at degree level i.e. social work, psychology, and/or allied health.
- Post-graduate qualification relevant to the role
- Proficiency in using standard office IT applications such as Microsoft Word, Excel and Outlook.

**Positive Futures reserves the right to enhance the shortlisting criteria.**

## **Interview**

If you demonstrate that you meet the shortlisting criteria, you will be invited to an interview. To flourish at Positive Futures and ensure the people we support receive the highest quality support, our staff need to possess a core set of personal characteristics, share our values and display a range of competencies. We will test a selection of these at interview.

### **1. Our Values**

Our values are integral to how we work at Positive Futures. At interview, we will ensure that you share our values. Please refer to the first page of the job profile where our values are displayed.

### **2. Our Competencies**

- **Respecting and Understanding Others**

Is able to understand issues from others' viewpoints and builds an atmosphere of trust and openness so that others are treated with respect and dignity without discriminating or stereotyping. Tailors their approach depending on who they are with and acts as an advocate for people.

- **Effective Communication**

Is able to communicate effectively with others through the use of verbal and non-verbal communication methods. Recognises the needs of others when seeking agreement to their plans, adapting their communication style to match the situation.

- **Working with and Developing Others**

Is an active member of the team, working cooperatively with others and assisting when they need support. Provides direction and empowers others to help them achieve personal learning and development targets.

- **Results and Quality Focus**

Is conscientious, strives to complete work to high standards and looks to improve and maintain the quality of performance in themselves and others. Completes work with the best interests of others in mind.

- **Problem Solving and Decision Making**

Is able to collect, interpret and evaluate information to develop a deep understanding of a problem, explores alternative ways of resolving problems including new possibilities. Makes timely and well considered decisions, is aware the impact their decisions may have and willing to make difficult but necessary decisions to improve the practice.

- **Resilience to Change and Challenges**

Is open to change and embracing new developments / initiatives, adapts well in new and unfamiliar situations responding to changing plans quickly, works independently without direction, is resilient and copes well in emergency situations.

**JOB INFORMATION SHEET  
SUPPORT WORKER / RELIEF SUPPORT WORKER**

**1. SALARY AND BENEFITS**

**Salary and Holiday Packages for Support Workers**

The Support Worker salary scale is based on the HSE Care Assistant (Intellectual Disability) scale. However, starting point on the scale will be dependent upon relevant work experience.

€ 26,816.00  
€ 27,852.00  
€ 29,260.00  
€ 29,728.00  
€ 30,487.00  
€ 32,277.00  
€ 34,042.00  
€ 34,603.00  
€ 35,996.00  
€ 37,039.00  
€ 37,887.00  
€ 38,841.00  
€ 39,579.00

Support Workers will receive 30 days per year leave inclusive of public holidays.

**Salary and Holiday Packages for Relief Support Worker**

1. € 13.19  
2. € 13.70  
3. € 14.39  
4. € 14.62  
5. € 15.00  
6. € 15.87  
7. € 16.74  
8. € 17.01  
9. € 17.70  
10. € 18.21  
11. € 18.64  
12. € 19.10  
13. € 19.47



Starting point on the scale will be dependent upon relevant work experience.

Flexibility is key as you will be required to carry out night-time support in order to carry out the duties of the role in full. Payment will be discussed upon commencement of post.

Relief Support Workers will accrue holiday leave in line with hours worked.

### **Holidays:**

The holiday year runs 1 Jan –31 December. 30 days pro-rata per annum (including 10 designated holidays).

We recognise 10 designated holidays: New Year's Day (1 January), Saint Bridget's Day (6 February), Saint Patrick's Day (17 March), Easter Monday, first Monday in May, first Monday in June, first Monday in August, last Monday in October, Christmas Day (25 December) and Saint Stephen's Day (26 December).

The Annual Leave Policy and Procedure outline arrangements for full-time, part-time and relief staff who work on public holidays, and arrangements for requesting and having leave approved in advance of all holidays.

### **Pension:**

Staff who have completed their probationary period and are confirmed in post can elect to become a member of a Positive Futures' contributory pension scheme. This means that you must, at a minimum, match the contribution of 4% made by Positive Futures in the pension investment account which is set up for you through O'Leary Insurance Group to save for your retirement. You have the option to increase your contribution through an Additional Voluntary Contribution (AVC) which is completely voluntary. Tax relief is given by the Revenue on the amount you contribute. More information about the pension scheme can be provided by Human Resources.

### **Staff Care**

We all have periods in our lives when our psychological wellbeing is at risk. Positive Futures staff can speak in complete confidence to trained counsellors about anything they need to.

They provide a confidential and non-judgemental counselling service.

## Sick Pay

We believe that when our staff are ill, they should take the time they need to recover, and should not feel financially pressured into returning to work before they are ready.

Positive Futures' contracted staff are eligible for the following sick pay entitlements:

13 weeks up to completion of probation	3 days at 70% of daily rate, capped at a maximum of €110.00 per calendar year
After probation and up 2 years' service	2 weeks of full pay* per 12 month rolling period
After 2 years' service	4 weeks of full pay* per 12 month rolling period

\* Full pay means Illness Benefit topped up to full pay. For example, if a staff member normally gets €350 per week as their salary and they get €100 per week in Illness Benefit, they would be paid €250 per week by Positive Futures to top up their Illness Benefit so that both amounts combined equal their normal pay i.e. €350 per week.

## Training & Support:

All members of staff will receive induction, relevant training, regular Person Centred Supervision and Appraisal

## 1. CONDITIONAL OFFERS

- a) Prior to taking up duty, the person conditionally offered the position must:
- b) Provide requested identification documents.
- c) Satisfactorily pass a medical assessment through completion of a medical questionnaire.
- d) Produce details of the bank or building society account to which their salary will be lodged.
- e) A Garda Vetting check must be completed prior to employment. In line with best practice a Garda Vetting check is to be requested every four years.

The fact that a person has a criminal record or has convictions or criminal investigation pending does not automatically render them unsuitable for appointment. Suitability is assessed in the light of all the information available. If you have provided information, there will be an opportunity for you to discuss this as part of the selection procedure. Positive Futures' Criminal Records and Recruitment of Ex-Offenders Policy is available upon request.

Appointments will also be subject to Positive Futures receiving suitable satisfactory references for applicants.

Please note that the person offered the position must complete the pre-employment checks outlined above within 14 working days or consideration may be given to withdrawing the offer of employment.

### **Canvassing**

Canvassing in any form, oral or written, direct or indirect, will disqualify an applicant for appointment. Applicants can, however, contact the relevant Department for further information about the post.

### **Interview expenses**

Reimbursement of interview expenses is not available.

### **Waiting List**

Positive Futures retains suitable candidates on a reserve list, for a period of six months, from which they may be offered similar opportunities in the same or other locations across Ireland. These positions may be for either full or part-time work as required.

## **2. PROBATIONARY PERIOD**

On commencement of employment with Positive Futures all staff are required to complete a “probationary period” (usually six months). Confirmation in post depends on achieving the required standard in a range of topics including performance, attendance, training and behaviour. Staff in services must also complete the following in order to be confirmed in post:

### **Positive Futures’ Foundation Programme (PFFP):**

Staff in Services, up to and including Deputy Service Manager, must complete the PFFP. They should submit the completed PFFP by Week 24, to be signed off by the Service Manager. This process will then be audited by the L&D Department prior to the 6 month review.

<b>Change Record</b>		
<b>Issue Date</b>	<b>Nature of Change</b>	<b>Date signed off by HRD</b>
11.01.22	Updated essential and desirable criteria on basis of: - feedback from operations and HIQA inspection feedback - relevant elements from NI Master Job Profile	11.01.22
14.01.22	Desirable criteria further revised in preparation for recruitment in a new service.	14.01.22