

Position Description

Position title: Support Worker

Business unit: COPE Ltd

Manager: Team Leader

Purpose of role: To appropriately support people with learning disabilities to gain maximum independence, feel valued and develop meaningful skills within the work environment.

Organisation aim: Everyone regardless of disability should have the opportunity to work if they wish. Given the right conditions, all adults have the potential to contribute to our local economy and in doing so will learn to value themselves and others.

Organisational values: Respect - We recognise each other's differences and show consideration for one another.

Equality - We believe that everyone contributes equally to the success of our organisation and as such will be valued and appreciated.

Fairness - We are committed to the principles of social justice and opposing prejudice.

Excellence - We believe in working hard to ensure we are the best we can be for our participants, staff and customers.

Accountability - We account for our activities, accept responsibility for them, and to share the results in a transparent manner.

Reporting structure:

Position title of direct manager: Team Leader

Position titles that report to this position: Nil

Key responsibilities:

Assist to deliver the strategic direction, vision, culture and goals set by COPE Ltd Board of Directors by taking responsibility to:

- 1.1 Work as part of a team to contribute to the overall sustainability of COPE Ltd in line with the organisational business plan.

- 1.2 Work cohesively as part of a team to support adults with learning disabilities grow skills in relation to learning, employment and life.
- 1.3 Work cohesively as part of a team to continually assess individual's development of core skills including:
 - Planning and organising
 - Teamwork
 - Communication skills
 - Literacy and numeracy
 - Self-awareness
 - Confidence
 - Decision making
- 1.4 Maximising the independence and assist individuals realise their potential by providing support and guidance as defined by the Team Leader and Employability Manager.
- 1.5 Provide regular feedback to the Team Leader and Employability Manager with regard to participant progress.
- 1.6 Contribute to the effective and safe delivery of service by adhering to all COPE Ltd policies and procedures at all times.
- 1.7 Uphold your responsibilities in line with all health and safety requirements including Personal and protective Equipment requirements within your designated business unit.
- 1.8 Follow daily work schedule set down by the Team leader in relation to each business units' requirements.
- 1.9 Identify arising problems in relation to the smooth and effective running of the business unit and pass on improvement ideas to the team Leader
- 1.10 Ensure compliance with all written instructions regarding the handling of cash and security of buildings.
- 1.11 Maintain a good level of fitness as some tasks within the role may require physical wellbeing.
- 1.12 To carry out any other duties required by the Board of Directors in line with COPE Ltd operational plans.

Skills required:

- Good General Education / SVQ in related field
- Experience of supporting people with disabilities and/or experience in a related business field
- Ability to develop and maintain supportive relationships with participants, customers and colleagues
- To work effectively within a team to provide individualised, outcome-focused support.
- Work within policy and procedures and industry standards.

Competencies required:

- Ability to communicate effectively; work collaboratively, positively and widely with colleagues, customers and stakeholders.
- Ability to support and uphold equality, diversity and inclusion when supporting people with learning disabilities to play an active role within a business setting.
- Ability to be flexible, creative and be a positive role model.