

# Complex Needs Worker

## Values-based Person Specification & Job Description

**Our Vision** is that people with learning disabilities live safe, healthy and fulfilled lives

**Our Mission:**  
To support people with learning disabilities and young people

We do this by:

- Promoting independence and life skills
- Supporting people to try new things
- Creating opportunities for people to come together

**Our Values:**

1. Quality
2. Trusted
3. Creative
4. Inclusive



### 1. Who We Are

Rathbone is a Lambeth charity which exists to help people by providing high quality services. We are not a private company designed to make profits for shareholders. We do actually care about making a positive difference - it's not just for show.

### 2. Our Values

**1. Quality** - Our Outreach Service exists to deliver high quality support to the people who use our services by being friendly, honest, reliable and responsive to people's needs. Consistently good service delivery depends on finding, developing and retaining workers with values, skills and standards matching our own. In part this is done by paying frontline workers the London Living Wage, by paying for travel time between support sessions in the outreach service – one of the few providers in Lambeth to do so – and by delivering high standards of induction, training and management support.

**2. Trusted** - Over many years we have built a strong, trusted relationship with service users, families, social workers, health professionals and various other outside agencies. This trust is sustained by delivering a consistently high level of professional, person-centred support to service users, while encouraging and promoting an open, honest and reflective approach to problems. Everyone makes mistakes, but not everyone is open about them or tries to learn from what went wrong. Workers will rarely get in trouble at Rathbone for making an honest mistake, but hiding or not admitting errors will cause serious problems and indicates that a person cannot be trusted. You need to be able to accept responsibility for mistakes and then show that you can reflect and learn from them.

**3. Creative** - Rathbone may have less resources than many other providers of social care but we take pride in our ability to nurture and encourage the problem-solving skills of managers and frontline workers. This ranges from setting up new and innovative services, finding new

answers to old school problems around service delivery and fundraising, to the resourcefulness of frontline workers - supporting service users to achieve positive outcomes from the day to day challenges and difficulties they face.

**4. Inclusive** - Rathbone actively promotes equality and diversity and has developed a strong family ethos, which we see as mutual respect and togetherness being valued and encouraged across the organisation. We have two annual evening events where all our service users and their families are invited: the Summer BBQ in July and the Service Users' Christmas Party in December, where we say thank you to the people we support. Most of the staff and managers who attend do so in their own time and we expect you to give a little bit of your own time, 3 hours twice a year, to help make the events a positive experience for everyone who attends. This is part of working for a charity and something which is discussed and acknowledged at annual Appraisals.

### 3. Personal Specifications

- Resilience. The individuals we support in this group use complex and challenging behaviour as communication. They will try to hit, kick, bite, scratch and otherwise physically harm you and others. This is not 'ordinary' support work: it is more psychologically and physically intense. This role requires someone who fully understands how and why this type of work is demanding and different, and who has the skills and commitment to work in a professional team focused on understanding and reducing complex and challenging behaviour.
- Strong professional boundaries. The people we support are not our friends as such, although sometimes it might feel like that for them. We have policies and procedures to lay out the framework for professional conduct, and to promote consistent support. You need to have a strong understanding of where the professional boundaries lie and be able to provide guidance to colleagues when they may be faced with situations with potentially blurred boundaries.
- The ability to not take things personally. Some of the people we support may appear rude, ungrateful and disrespectful, and will sometimes use offensive language or aggression towards you and others. Dealing with these situations professionally is part of our job, and for which we provide training and support for frontline workers. Some people get referred to Rathbone because they have limited social skills and problematic behaviour - so they often function very badly in society as a result - which is why they need our support. As a professional you need to be able to shrug your shoulders and remind yourself that you are not being targeted personally and your feelings are not the primary concern - it's about the person's needs. Rathbone has policies, procedures and systems to support and protect you and to draw the lines of acceptability. You need the capacity to stay calm, rational, positive and resilient when others are not.
- The ability to undertake and pass an accredited training course and subsequent refreshers on using Positive Behaviour Support and physical interventions, and to consistently apply

this important learning at all times in a professional, sensitive manner, in line with agreed support plans.

- A commitment to work unsocial hours. Some of the support hours Rathbone delivers are unquestionably unsocial for frontline workers, as we deliver support according to service users' needs. Team and individual rotas are intended to be fair and equitable but you need to be able to commit to regularly working early starts, late finishes, weekends, bank holidays and sleep-ins as required.
- The ability, insight, flexibility and resilience to work effectively with people of varying levels of need, including those with Autism and challenging behaviour.
- Knowledge of the principles and practice of The Equality Act 2010 and a commitment to promoting the acceptance of diversity when carrying out all duties.
- An empathic approach and an understanding of the needs of people with learning disabilities (such as physical, psychological, emotional) and the challenges they face in daily life.
- Knowledge of the principles of working with service users from a range of ethnic and cultural backgrounds.
- Effective communication skills including good spoken and written English and a general understanding of non-verbal communication. Having a non-patronising approach to service users.
- The ability to work in an empowering way, encouraging and supporting service users to develop their independence and daily living skills.
- The ability to work effectively within a team and to work alone when required, prioritising work and managing a caseload.
- Adaptability to change and the ability to be flexible to the demands of a busy service.
- Computer literacy and admin skills.

## 4. Role Details

- **Overall Purpose:** To provide high quality care and support to service users in accordance with their support plan and comprehensive risk assessment; promoting independence, dignity, choice and wellbeing.
- **Hours of Work:** 35 hours per week
- **Salary:** £ £21,216.00

- **Responsible To:** Team Manager, Registered Manager

## 5. Organisational Responsibilities

- To abide by the terms laid out within your Staff Contract, Staff Handbook and following Rathbone's policies and procedures.
- To read and follow new and updated guidance and information issued via the monthly Staff Newsletter and other emailed memos.
- To work in whichever part(s) of the service you are required to by the organisation: i.e. supported living projects, general outreach service, drop-in service or other.
- To comply with issued instructions for using the ECM system accurately and consistently.

## 6. Duties when working with Service Users

- To provide support, advice and care for people with learning disabilities in accordance with each person's Work Plan and Comprehensive Risk Assessment.
- To ensure that service users' needs and human rights are recognised and met in a respectful and responsible manner.
- To advocate for the rights of the people you support.
- To apply an understanding of the Mental Capacity Act 2005 (and DoLS) in supporting people to make their own informed decisions and to raise concerns if you have doubts about someone's capacity to make a decision.
- To encourage people to make healthy diet and lifestyle choices, while acknowledging that people with capacity to make decisions always have the right to make unwise choices.
- To report any safeguarding concerns to a manager at the earliest opportunity.
- To establish and maintain professional relationships with service users, their families and other agencies.
- To support those service users who require personal care in a sensitive, discreet manner which promotes and maintains their dignity.
- To support service users and their families to follow the Complaints Procedure when they are unhappy with the service.

## 7. Duties with Information and Records

- To apply an understanding of the Data Protection Act 1998 and Rathbone's Privacy and Confidentiality Policy to fulfil your responsibilities when handling sensitive personal information.
- To complete and submit detailed, factual records for every support session you deliver.
- To complete and submit incident reports and accident reports as required.
- To be part of the process of reviewing individual Work Plans and Comprehensive Risk Assessments as required by the service.
- To accurately complete and submit all payroll and expenses documents according to organisational procedures.

## 8. Other Duties

- To maintain a professional and positive approach and to be accountable for your work.
- To work as part of a team and attend all relevant meetings and reviews as required.
- To co-operate fully with service spot checks and other quality assurance processes as required.
- To take part in training courses and other organisational events and activities as required.
- To participate in the supervision process, working in a co-operative, positive, outcomes-focused manner with your line manager.
- To facilitate and maintain a high level of health and safety standards in all areas of service delivery in accordance with statutory regulations.
- To at all times work within statutory guidelines and standards as set out by the Care Quality Commission.
- To carry out other duties and tasks that may arise to meet the needs of the service user and organisation as a whole, and to comply with all reasonable requests.

