

Building homes,
independence
and aspirations



Job Profile

Job Title	Health and Social Care Apprentice (Support Worker) – Level 2 (Customer Only)
Reports to (job title)	Client Service Manager (or equivalent)

The job in a nutshell...

A Health and Social Care (Support Worker) Apprentice (Level 2) you will work with a team of colleagues to help our customers successfully achieve the outcomes outlined in their own individual support plans and develop the skills to live independently. This might include assisting them with things like; budgeting, shopping and cooking or to attend health appointments, engage in their wider community and develop positive relationships. So, essentially, you'll be passionate about involving customers and helping them to make key decisions about their own lives

During the apprenticeship you will work with different areas of the team and gain experience in all aspects of the role. You will be provided with on the job training alongside studying for a relevant professional qualification (Diploma/NVQ Certificate Level 2 or equivalent).

What success will look like...

You'll be a brilliant part of a team that ensures customers' meaningful involvement is central to all activities and will be successful when you:

- Learn the job role and develop related work experience throughout the apprenticeship duration
- Complete the apprenticeship qualification within agreed timeframes
- See the customers you and your team support meet the goals outlined in their individual support plans and gain the skills required to live independently
- Are able to accurately record, measure and monitor the progress of customers using internal systems
- Are brilliant at identifying your customers' needs to help them be part of their local community
- Develop excellent working relationships with both internal Home Group colleagues and a range of external partners to deliver brilliant outcomes for our customers
- Can be empathetic with a caring approach to support customers with a range of support needs, whilst maintaining boundaries and following safeguarding processes

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You'll already have these **brilliant** skills, qualifications and knowledge...

- A commitment to ongoing learning, an open mind and a willingness to "have a go"
- Good verbal and written communication skills
- The ability to learn how to motivate and support customers and remain calm under pressure
- The resolve to cope with challenging behaviour and potential resistance in others
- Ability to learn how to manage workloads and meet deadlines
- Able to work as an effective team member
- Ability to learn how to recognise risk and follow safeguarding procedures and reporting where necessary
- Basic numeracy, literacy and Microsoft Office skills (Word, Excel, Email)

Additionally you'll be:

- Motivated to gain new and improved skills as apprenticeship progresses
- Prepared to work flexibly
- Committed to implementing Anti-Discriminatory, Diversity and Equal Opportunities policies

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Hey, this is an apprenticeship so just be willing to have a go, try new things and learn loads!

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No Yes ... up to £ [Click here to enter text.](#)

You'll manage people? No Yes ... around [Click here to enter text.](#) direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent

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Brilliant ★ People

At Home Group, every colleague lives and demonstrates our values and brilliant people behaviours as part of their role.



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