



Job Profile

Job Title	PBS (Positive Behaviour Support) Support Worker
Reports to (job title)	PBS Team Leader
Job Reference No.	HOMEJD745

The job in a **nutshell...**

You'll be part of a team of PBS Support Workers centred around a customer with complex presentation, which may include, learning disabilities, mental health issues, autism and communication differences alongside ongoing physical health conditions. They may also have a forensic background.

You will work under the supervision of your Team Leader to deliver support to customers with any aspect of their day to day living and record and escalate appropriately. You'll work in a person-centred, strengths-based and psychologically informed way, so they can enjoy the best possible quality of life.

What **success** will look like...

Support and interventions are delivered in a person-centred, strengths-based and psychologically informed way, working with the Team Leader, our clinical colleagues and managers, and by involving customers and their support network in the creation of their LIFE book. Thereby ensuring that customer's aspirations and preferences are achieved, and their needs are met.

Personal care (for example bathing, toileting and dressing) is delivered in a psychologically informed, person centred, and strengths based way to facilitate increased independence. This may involve providing direct support with more complex aspects of personal care.

Customers are living their happiest life through regular interaction with their family and friends, and the wider community. They will be instrumental in delivering with enthusiasm a rich programme of activities, important to and for our customers, aimed at reducing social isolation and improving their quality of life, health and wellbeing.

Health determinants are improving through collaborative working with colleagues and external organisations, for example, medicines optimisation using STOMP principles, aimed at keeping customers safe in the community and avoiding hospital admissions.

OFFICIAL

An inclusive, safe and tailored home is maintained which promotes sensory wellbeing and adapts to customer's individual needs. Creative solutions are utilised, including assistive living technology that enable the customers to have choice and control to develop and maintain their independence.

Customers are always listened to and their voices heard. Their chosen communication methods are implemented. The voices of family and friends are valued and are included with the customer's agreement.

Safety and wellbeing of customers and colleagues is ensured through positive risk management and a rolling audit programme in areas such as personal care and infection control. This includes identifying changes or deterioration in their health and wellbeing and escalating appropriately to the relevant colleague or healthcare professional. Customers are supported in line with regulatory requirements and best practice.

Customers who may present behaviours of concern are supported in a framework of positive behaviour support. Dignity and respect are maintained at all times.

Customers are safeguarded from harm and the principles of the Mental Capacity Act are upheld at all times.

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

Transferable skills

We get where our customers are in their lives

- Listening to customers to understand their needs.
- Recognise each customer is different and adopt a flexible, personal approach.
- Advocate for our customers regardless of who they are and amplify their voices.
- Understand how your role makes a difference to our customers.

We are intuitively collaborative

- Work together to understand how our strengths compliment each other in achieving our goals.
- Work with others as part of one Home Group team.
- Mentor and shadow others to share knowledge.

We have an eye for detail

- Working in a safe, effective, caring, responsive and well-led way.
- Applying legislation and working within policies and procedures.
- Using and recording information accurately and timely.

Technical qualifications, experience and knowledge

Passionate and able to support customers to live their best life.

•**Experience of caring for others**, you may have worked in care before or have experience of caring for others, such as family or children.

•**Experience of working on own initiative, remaining calm under pressure and having a resilient approach.**

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

A Level 2 Diploma in Care or equivalent experience or willing to study for a Level 2 Diploma in Care.

Experience of working with support plans, recording and using information concisely and effectively.

Experience of working with the relevant customer group and a basic understanding of regulations relevant to role.

Good numerical, literacy and digital skills.

Basic understanding of safety and risk management.

Experience of working in Positive Behaviour Support framework

Full driving licence.

OFFICIAL

It would be great if you had experience of delivering active support.

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.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

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



OFFICIAL