Job title	One-to-one Support Staff
Reports to	Area Leader
Grade	3
Hours	Hours as agreed in offer letter and will vary according to the individual's funding.

Important note:
This summarised job description is used for recruitment and is supplemented by a fuller version which breaks down responsibilities into more detail. The full version is used for scoring and grading roles within Brunswick. When a job offer is made, the full job description is provided for the successful candidate to see before accepting the job.

Our mission statement:

To enable people with learning difficulties ('workers') to enrich their lives through work, developing relationships and building communities.

Main purpose of the post

This role is about enabling the worker to take as much independence as possible in their work and social interactions, to think about the worker's progression and development, to keep them safe and to help create a positive working environment with them.

One-to-one support may be needed for various reasons including supporting the individual's safety and ensuring that we are providing purposeful work that is tailored to the individual. In this role you will enrich someone's understanding and engagement with their work and cultivate effective communication and positive interactions within the working environment. Part of our ethos is that everyone can learn, develop and change and that our relationships with each other are at the heart of how we will support this. You need to build a genuine connection and relationship with the individual you support. You will need to be able to honestly reflect on what you, others and Brunswick as an organisation, bring to the situation that may need to be changed to create the positive learning environment needed.

Core responsibilities, tasks and duties:

Supporting a worker one-to-one with tasks

- To take responsibility for delivering work sessions for the worker. This includes being responsible for planning work tasks and preparing any resources needed for your session.
- To contribute to planning for the work area that you are based in, in collaboration with the Area Leader.
- To develop a range of tasks that correspond with the skills and strengths of the worker.
- If a deadline looks unlikely to be met in the session time, to be responsible for agreeing with the Area Leader how the deadline will be met.
- To consider the cost effectiveness of processes and use good judgement about the best use of time.
- To help maintain and organise the resources used by in the work area.

- To identify and respond to any health and safety or personal welfare needs that must be met for people to work safely eg. display screen equipment set up for safe use.
- To contribute to record keeping as required
- To attend and contribute to regular team meetings in order to plan, share ideas, problem solve and develop the work area.
- To develop and update risk assessments as needed.
- To train and guide volunteers to ensure they support workers thoughtfully and respectfully and/or complete tasks to a high standard.
- Along with our Volunteer Manager, to supervise and support volunteers and identify opportunities for their involvement and training needs.

Supporting the worker and enabling development

At Brunswick, we use the Social Model of Disability as a framework to create a supportive and inclusive environment for all. You will need to be aware of the oppression of people with learning difficulties in society and be willing to develop your own your own practice to help challenge this.

- To provide structured learning opportunities in relation to the work area and work environment e.g. teaching how to serve customers in our shop, how to prepare food safely, how to use equipment safely etc.
- To provide high quality one-to-one support that enables the worker to participate.
- To motivate, inspire and encourage the worker to work to a high standard.
- To empower the worker and, as far as possible, support the worker to take responsibility for their work and development at Brunswick
- Promote a positive and professional approach to work with regard to timekeeping, training, standard of work, interest in work and pride in finished jobs
- Work in a person-centred way to identify the worker's wishes/preferences/goals and offer support to help them achieve these.
- To help the individual identify and celebrate their achievements
- To communicate effectively with the worker by adapting your communication preference eg. using Makaton / PECS / verbal communication at an appropriate level.
- To build a positive relationship with the worker, to support them and when appropriate, to be able to set clear boundaries and offer compassionate challenge.
- To think and act constructively about the worker's needs, wellbeing and development at Brunswick, and where appropriate, in the context of their wider life.
- To build relationships with family/carers and friends, if appropriate.
- To be a champion for the worker you support. This may include informal advocacy for the individual with different people in their life.
- To share information appropriately and clearly with colleagues, management and with other relevant people in the individual's life. To do this with a good awareness of confidentiality, consent and respect for the individual.
- When necessary, to respond to epileptic seizures or help with personal care (training provided).
- To identify barriers and new opportunities for the worker or Brunswick as a whole. To share this information with others as appropriate.

General responsibilities:

- To be flexible within the broad remit of the post and complete any other duties as may reasonably be required.
- To follow organisational policies, procedures and protocols.
- To maintain and improve professional development through participation in training and development activities. Some training is mandatory.
- To be a proactive problem-solver around issues that arise. These could relate to a worker, an activity, a product etc.
- To use opportunities to change views about impairment and disability. These could be your own views or those of others, including those of people with learning difficulties.
- To be a supportive member of the wider staff team and take responsibility for your own duties and role.
- To be a positive and professional representative of Brunswick in the wider community. This includes liaising effectively with a wide range of people including customers, parents/carers and Care Managers on a regular basis.
- To contribute to record keeping and good administration as needed.
- To be aware of safeguarding both for the individual.
- To seek new opportunities to integrate or involve the worker in the local community. This could include a specific task such as deliveries or selling their work at a stall etc.
- To embrace and promote equal opportunities in the work we do.

Knowledge & skills

Ability to support people with dignity, respect and genuine care	E
Ability to think about and break down different tasks whilst also considering the needs and abilities of workers.	E
Ability to think about and set up bespoke training / learning opportunities in response to an individual's needs eg. coin templates to help them count cash.	
A strong understanding of, or a willingness to develop an understanding of, the Social Model of Disability, and to use this model in practice.	E
Demonstrable skills in one of our core work areas (horticulture, crafts, gardening, administration, basic DIY and woodwork)	E
Ability to motivate workers with enthusiasm and a positive, friendly attitude.	E
Highly skilled in verbal communication, active listening skills and be to adapt your communication as needed.	E
Ability to write succinctly in clear plain English	E
Excellent inter-personal skills and networking skills.	E
Ability to 'think on your feet' and cope with unforeseen circumstances, including adapting plans in response to an individual's state of mind or needs.	E
Ability to support others and assertively, honestly and sensitively discuss issues or interrupt problematic / inappropriate behaviours with workers, volunteers or staff	E
Ability to plan work and prepare resources as needed	E
Able to prioritise and work under pressure to meet deadlines	E
Ability to keep clear and accurate records as needed	E

Reasonable IT skills including email, internet use, ability to create and amend Word documents.	E
Good awareness of health and safety, using safe working practices and risk assessments.	E
An understanding of equality and diversity issues, and a commitment to putting equality principles into practice.	E
Awareness of safeguarding adults	D
To have knowledge of learning difficulties and Autism.	D
Experience	
Experience of working with or supporting people with a range of skills and abilities	D
Experience of teaching, tutoring or supporting others to learn.	D
Personal qualities	
A highly respectful and positive attitude towards people which combines leadership and working with people as equal colleagues.	E
Confidence to lead and make decisions within your remit	E
To be a practical, common-sense problem solver and decision maker	E
Ability to work collaboratively and be a supportive colleague as part of our wider staff team	E
To be an enthusiastic champion for your work area at Brunswick	E
To be self-aware and able to reflect on personal interactions	E
To be able to keep calm under pressure and focus on working out the solution	E
To be patient and have a generous attitude towards others but not be sentimental	E
Punctual, honest and reliable	E
Special criteria	
Hours will vary according to the individual worker's contract with Brunswick. These will include hours on weekdays, and less frequently, hours at weekends and in the evening.	E
To be willing to support at very occasional weekend events such as Springfest.	E
This post is subject to a Disclosure and Barring Service (DBS) check.	E
A full driving licence and able to drive in the UK and access to a car (mileage paid)	D