SKILLS FOR LIFE: EMPLOYABILITY AND FUTURE PATHWAYS

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JOB ADVERT – SUPPORT WORKER ACCOMPLISH SWANSEA

Support Worker - TS

accomplish. ★★★☆☆ 152 reviews - Swansea SA7

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Treeside in Llansamlet, Swansea supports 1 adult with mental health needs, as well as support with everyday living skills like shopping, cleaning and cooking our staff support people to have fun and make every day the best it can be for each person.

At Treeside we focus on individual's beliefs, choices and aspirations, promoting maximum independence within a service which has a strong community presence. We are committed to support individuals on their unique journey, towards a life which is as fulfilled as possible.

So are you ready to join a team of Support Workers who set the standard to make every day amazing, if so then you could be our next Superhero!

To join our team of super Support Workers you don't need to have super human strength or be able to fly. What you do need is the enthusiasm and commitment to live our company values every day to ensure we move mountains to support people to live happy and healthy lives.

Our Support Workers:

- **Make every day amazing**– we love to see the people we support smile, we do all we can to help the people we support get the most out of everyday
- **Celebrate Uniqueness**– everyone is different, we want to you find the way to get the best out of all the people we support and promote each individuals independence, choice, dignity and privacy while putting a smile on their face
- **Fun**– while the day to day things need to be done including (but not limited to) help with personal care, budgeting, shopping, cleaning, cooking, laundry and assistance with medication find a fun way of supporting with them, the more fun you can fit in to the day the better your day will be!
- **Be Brave**– We encourage our staff teams to be creative and innovative in the way things are done. If you think there is a better way to do things, tell us
- **Quality**– We lead the sector on quality from the support we provide to the people we support to the training we provide to our staff. We provide an excellent induction and a sector leading training programme as well as supporting you through your QCF in Health and Social Care
- **Move Mountains**– We do not shy away from a challenge. We work with families, medical staff and stakeholders to help the people we support achieve their dreams

(Indeed, No Date)

ACCOMPLISH SWANSEA

- Provide a supported living service to individuals with learning disabilities.
- Encouraging independence is a main priority to allow individuals to develop their full potential and make their own choices.
- Support varies from 24 hour support to smaller support plans
- Examples of how accomplish support individuals include:
  - Support with health appointments
  - Develop social skills
  - Access to independent advocacy
  - Managing finances

(Accomplish, No Date)

REQUIRED SKILLS

- There are many skills needed to be a successful support worker. These include:
  - Teamwork
  - Communication
  - Problem Solving
  - Work well under pressure
  - A desire to help others

(National Careers Service, No Date)

REQUIRED SKILL: TEAMWORK

- Teamwork can be defined as a group of people who work accordingly together in order to achieve the same goals to provide a high standard service.
- Teamwork creates a healthy work environment with positive strategies and values
- If individuals do not work as a team it could lead to disappointment, low morale and poor productivity.

(Sanyal and Hisam, 2018)

BRUCE TUCKMAN'S TEAM DEVELOPMENT MODEL

- 4 stages of development – Forming, storming, norming and performing.
- All teams experience a fairly unproductive initial stage, prior to becoming a self reliant team.
- Tuckman stated that there are three problems that control how well teams work together:

1. Content
2. Process
3. Feelings

(Nestor, 2013)

REQUIRED SKILL: COMMUNICATION

- Communication is about creating contact with other individuals and being perceived.
- Adequate communication skills assist in:
  - Developing relationships
  - Provide clear information
  - Deliver emotional support to the individuals receiving support
  - Complete assessments of individuals care needs
- Verbal communication – Tone and pace, being an active listener and showing empathy when communicating
- Non-verbal communication – The use of eyes, facial expression, hand and arm gestures, the way an individual sits or stands and proximity.

(Skills for Care, No Date)

CODE OF CONDUCT FOR SUPPORT WORKERS

- ‘Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers’
- A support worker must:
  - Communicate respectfully
  - Communicate effectively
  - Always explain the support they plan to provide and only proceed after receiving consent
  - Keep precise notes of the care and support provided

(Skills for Care and Skills for Health, 2013)

COMMUNICATION THEORY – ALBERT MEHRABIAN

- Feelings are communicated less by words compared to particular nonverbal ways.
- A formula has been made to show how effective each component is in contributing to the effect of the message as a whole.

Total Impact = 7% Verbal + 38% Vocal + 55% Facial

(Mortensen, 2008)

REQUIRED SKILL: PROBLEM SOLVING

- Helps deal with the complexity of the environment that support workers face
- Problem solving includes having self- awareness, organized, being interested and creativity skills
- Group problem solving skills link to teamwork and communication skills

(Skills for Health, 2015)

- Conflict can be described as ‘a situation in which two people cannot agree on the actions that one person takes or that he or she doesn't want the other to take’
- Nelson and Quick created positive and negative outcomes of conflict

(Singh, 2008)

EMPLOYABILITY MODULE AND FUTURE EMPLOYMENT

- Improved my knowledge on particular skills that would benefit employment
- Developed my teamwork skills by completing group activities
- Developed my communication skills by working with other individuals
- Developed my understanding on conflict and negotiation

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