



SERVICE USER DEFINED JOB DESCRIPTION FOR A SUPPORT WORKER

“What I am looking for”

What support staff need to know:



- To listen to what we are saying.
- What is important to us.
- What makes us happy and sad, things we like and things we don't.
- How to keep us safe in our homes and in the community.
- Understanding learning disabilities.
- How to support us manage our finances.
- How to cook.
- How to help me with my medicines

What support staff need to be able to do:



- Drive our cars or take us on a bus.
- Support us to maintain contact with our friends and family members.
- Support us to make meals and bake.
- Support us on our activities – activities we have chosen to do.
- Take us on our holidays.
- Help us read letters and support us at meetings we may attend.

What kind of person they need to be:



- Happy – people who smile, laugh and joke.
- Respectful – talk to me nicely – not abruptly and not to shout.
- Patient – support me with tasks that I find difficult or need time to do.
- Polite – say hello to us and speak to us in our home.
- Have a good appearance, clean and smell nice.
- Remember that we might not understand sarcasm and might have a different sense of humour.
- Help us to make decisions about what we want
- Someone we can rely on – doesn't pretend to listen.