

Job profile

Enterprise Support Worker

Grade C

Group: Community Based Services
Service: People with Disabilities
Location: Enterprise and Employment
Line Manager: Enterprise Co-ordinator
Car User Status: Casual

Job Purpose
To work within a team supporting people who have a disability to participate in the activities of Gateshead Council's User Led Enterprise's. Enabling participants to develop work skills and independence, to lead a purposeful and valued lifestyle.

The key roles of this post will include:

1. Support members in a person centred way to manage the day to day activities of the enterprise and their individual responsibilities.

2. Support the emotional, behavioural, physical and personal needs of member's in a dignified and respectful way.

3. Enable and empower members to be involved in and be central to decision making processes.

4. Support the development and delivery of the enterprise aims and objectives.

5. Support the marketing of the enterprise and the delivery of effective customer care.

6. Liaise and communicate with colleagues, cares and other professionals to share knowledge and seek advice to effectively support individual member's needs.

7. Follow personal development plans and provide information to more senior staff.

8. Support the development, implementation and monitoring of safe working practices in accordance with health and safety legislation, policies and procedures.

9. Assist in the gathering of information, updating and maintenance of information systems.



10. Handle petty cash and income money.

11. Follow the enterprise dress code.

12. Work in a flexible way to effectively meet individual members and the enterprise needs, which may include early mornings, evenings and weekends.

13. Any other duties allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- Key policy, legislation and guidance relating to disability.
- Safeguarding Vulnerable Adults.
- Health and Safety Legislation.
- Person Centred Support and approaches.

Experience

- Working independently and as part of a team.
- Communicating effectively in writing, verbally and electronically.
- Risk management.

Qualifications

- NVQ L2 in Social Care or equivalent.
- You will hold a current driving licence and have access to a car, or means to mobility support.

Desirable:

Knowledge

- IT systems.

Experience

- Supporting people who have a disability and understanding their needs.
- Enterprise activity.

Qualifications

- NVQ L3 in Social Care.



Competencies

Customer Focus	Puts the customer first and provides excellent service to both internal and external customers
Communication	Uses appropriate methods to express information in a clear and concise way to make sure people understand
Team Working	Works with others to achieve results and develop good working relationships
Making things happen	Takes responsibility for personal organisation and achieving results
Flexibility	Adapts to change and works effectively in a variety of situations
Learning and Development	Actively improves by developing and applying new skills and knowledge and learns from past experiences