



Job Profile

Enterprise Support Worker

Grade C

Group: Care Wellbeing & Learning

Service: Adult Social Care

Location: Enterprise and Employment

Line Manager: Enterprise Coordinator

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. Working across Adult Social Care services when required.
13. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge of:

- 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:

- Attaining Care Certificate

Desirable:

Knowledge:

- IT systems

Experience:

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

Qualifications:

- Level 2 Diploma in Social Care or equivalent
- Full UK driving licence, access to a car, or means of mobility support



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