

Job Description: Support Worker

Department: Community Support Services

Role Purpose & Aims

At 3D Care, our Support Workers play a vital role in empowering Deaf individuals to lead healthy, independent, and fulfilled lives within their communities. This rewarding position involves providing personalised practical and emotional support, enabling clients to access services, engage in daily tasks, and achieve their full potential. You will contribute to a vibrant and supportive Deaf-led culture, where clear communication and effective teamwork are paramount.

About Us: 3D Care

3D Care is a proud Deaf-led organisation dedicated to empowering Deaf people to lead healthy lives and become independent. With **85% of our team being Deaf professionals**, we have created a positive work environment that genuinely supports our community. Your role at 3D Care will be varied, with no two days being the same! If you enjoy new challenges, being out in the community, and helping transform lives, you'll be a perfect fit for us.

We warmly welcome Deaf applicants to apply for any role within 3D Care. Please get in touch if you require support with the Access To Work process. We also encourage applications from hearing individuals with British Sign Language (BSL) skills who share our commitment.

What We Offer:

- Competitive rate of pay, pension, and holiday pay.
- Comprehensive training provided to support your development.
- Travel expenses paid.
- A collaborative and connected team environment, fostering strong communication through regular Zoom meetings and chat groups.

Responsibilities and Duties

As a Support Worker, you will be at the forefront of our company, responsible for providing a high standard of empathetic care. You will primarily support vulnerable Deaf children, young people, and

adults in our service, helping them to live as independently as possible. This includes working both independently and as part of a team across various settings, such as clients' homes, care homes, day centres, or within the broader community. You will consistently demonstrate empathy, respect privacy and confidentiality, and be vigilant in identifying vulnerabilities or safeguarding issues. Flexibility and adaptability are essential to meet the evolving needs of our clients and the organisation.

Key duties include:

- Assisting clients to live independently and achieve their potential in their homes and within the community.
- Supporting clients in identifying and accessing relevant community groups and external agencies (e.g., social services, medical professionals, job centres, housing associations).
- Cultivating positive working relationships with colleagues and external partners.
- Monitoring clients' general health and well-being.
 - *Please note:* This role focuses on support and companionship; it does *not* involve administering medication, temperature checks, general first aid (unless you hold a valid certificate), or providing personal care (e.g., washing).
- Providing emotional support to clients and their families.
- Offering practical support with daily living tasks such as household management, paperwork, meal preparation, grocery shopping, and budgeting.
- Encouraging clients to engage in hobbies, interests, and learn new skills.
- Adapting communication methods to meet individual client needs, including British Sign Language (BSL), Sign Supported English (SSE), and body language.
- Acting as a positive role model and "buddy" to clients, promoting their self-reliance and confidence.
- Completing concise reports on clients' daily activities and progress using a dedicated app.
- Providing constructive feedback to colleagues to enhance client support plans.
- Ensuring strict adherence to all health and safety standards.
- Undertaking additional duties as required to support our clients and operations.

Person Specification

We will shortlist applicants based on how successfully you meet each of the criteria below.

Essential:

- Possession of a car, a valid driving licence, and appropriate business insurance.
- Demonstrated confidence, a positive outlook, and effective problem-solving abilities.
- A strong commitment to putting the client's needs first.
- Ability to quickly learn and diligently adhere to organisational policies and procedures.
- Excellent communication skills, proven reliability, and patience.
- Capability to work effectively both independently and as part of a collaborative team, undertaking a diverse range of activities and duties.
- An outgoing, energetic personality, passionate about improving the well-being of others.
- Comprehensive knowledge of Deaf people's issues.
- Proficient IT skills, including experience with video calling, online meetings, and various applications.
- Willingness and flexibility to travel to clients' homes and accompany them to various venues across Kent and the surrounding area.
- Flexibility to work varied hours, including evenings and/or weekends, to meet client needs.
- Commitment to undertaking continuous professional development and training as required.

Desirable:

- Previous experience working in a care or support worker role.
- Direct experience of working with Deaf individuals.
- First aid training certificate.
- Mental health training.
- Safeguarding training.
 - *(Note: Comprehensive training will be provided for desirable skills if not already possessed by the successful candidate).*

Required Competencies

Successful candidates will consistently demonstrate the following core behavioural competencies:

- **Self-Awareness and Personal Management:**
 - Understands own emotions and how they influence behaviour and interactions with others.
 - Recognises personal strengths and limitations, actively seeking feedback and opportunities for growth.
 - Manages emotions effectively to maintain a positive impact on others.
 - Demonstrates critical reflection on own practice and behaviour.
 - Highly self-motivated and capable of working under own initiative and direction, as well as collaboratively, to achieve objectives within specified timescales.
- **Relationship Building and Team Working:**
 - Builds and maintains positive, collaborative relationships with clients, their informal support networks, colleagues, and other professionals.
 - Demonstrates integrity and contributes positively to a constructive team environment.
 - Communicates respectfully, encourages collaboration, and actively works to overcome barriers to effective teamwork.
- **Innovation and Adaptability:**
 - Demonstrates a proactive and solution-minded approach to challenges.
 - Open to new ideas and willing to adapt own practices in response to evolving needs.
 - Capable of thinking ahead to identify and maximise opportunities.
 - Works flexibly and agilely to meet the diverse needs of clients and the organisation.