



Support Worker

Starting salary £9.77 per hour

The Wellbeing and Disability Service are looking to appoint Support Workers. The successful applicant will facilitate an inclusive learning environment by ensuring disabled students can fully participate in all academic activities on all University sites.

Applicants should have their own mobile phone, a good standard of written and spoken English, competence of IT, social communication software and Microsoft 365. Should be conscientious, flexible and adaptable in their approach to work. A further education (FE) or higher education (HE) qualification or equivalent is essential and experience of FE/HE environment is desirable.

The posts will be available on a termly basis between September and June and is subject to medical and Disclosure and Barring (DBS) checks

Work levels are variable, and hours range from between 0 and 20 hours per week depending on student requirement, through a blended onsite and online delivery approach. to fit in with student timetables and will be paid on a monthly basis. Hours are flexible, may fluctuate weekly and are not guaranteed.

For an informal conversation about this post please contact Sarah Cutter Wellbeing and Disability Resource Manager on sarah.cutter@southwales.ac.uk or Tel : 01633 432634



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Professional



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Responsive



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Creative



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Inspiring



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Collaborative

Job Description

Job position	Support Worker
Faculty/department	Wellbeing and Disability Service
School/sub-department	
Providing Services to	USW
Grade and salary	B Grade *£9.77 per hour *appointment will be made to the minimum of the scale
Hours of work	0 hour
Contract duration (perm/fixed term)	Fixed Term until 3rd June 2022
Reports to (job title)	Kelly Owen-Galeozzie Senior Disability Resource officer (Support)

Job purpose

Support Workers facilitate an inclusive learning environment by ensuring disabled students can fully participate in all academic activities on all University sites. The position branches into several different roles which include:

- Taking handwritten notes for students in lectures (onsite and online)
- Taking typed notes for students in lectures, (onsite and online)
- Library Support Assistant supporting students' with using the library,
- Sighted Guide providing campus orientation assistance.
- Study Assistant (onsite and online)
- Personal Support Assistant
- Laboratory Support Assistant
- Scribe or Reader in exams (onsite and online)

Or any other support as requested by their line manager in line with the student's support recommendations.

Work levels are variable, and hours range from between 0 and 20 hours per week depending on student requirement, Hours may fluctuate weekly and are not guaranteed.



Key responsibilities

- a. To liaise with the Disability Team in relation to the timetabling of all required support for disabled students in a professional and timely manner.
- b. To provide details of your availability, if this is likely to change you will need to provide sufficient notice to the service as this will have an impact on the students support.
- c. To assist disabled students with taking handwritten or typed notes online or in person (Minimum of 40 words per minute) in lectures, using the library, and providing campus orientation.
- d. To assist disabled students with mobility and sensory impairments between buildings and sites.
- e. Promote student independence whilst providing professional, tailored support, assisting students who may lack confidence with engaging in their studies.
- f. To manage confidentiality within professional relationships with students and staff, ensuring that highly sensitive information is dealt with appropriately and with discretion.
- g. To work flexibly across University campuses, in order to meet service requirements.
- h. To adhere to procedures relating to the submission of timesheets and other necessary paperwork as required.
- i. To assist with administration, e.g. emailing students notes, scanning students notes, communicate with students and academics and photocopying.
- j. To embrace change, be receptive to new ideas and to show commitment while working within agreed service boundaries including confidentiality, Health & Safety and the General Data Protection Regulations (GDPR).
- k. Undertake other duties as may be reasonably requested by the Head of Department or Manager of Centre and as are compatible with the grade of the post.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

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Person specification

To be able to undertake this role effectively you will need the key attributes and skills outlined below. When completing your application ensure you demonstrate how you meet these criteria.

1	*Excellent communication skills, using a variety of means, e.g Phone, text, email, in person.
2	*Show Skill in establishing and maintaining cooperative working relationships, establishing rapport and gaining the trust of students and staff.
3	*Good standard of written and spoken English.
4	*Type and write at least 40 words per minute, experience of note taking in an educational environment or other appropriate setting.
5	*Reliable, punctual, flexible and highly organised.
6	*Good IT skills including the use of Office 365, Word, Excel, Social communication applications and email to record and manage information.
7	*An understanding of the challenges facing disabled students in HE.
8	*An understanding of the stigma surrounding Disability and Mental Health.
9	*Experience of working within a confidential environment and adhering to procedures and policies.
10	*FE or HE qualification or significant relevant experience.
11	*Available to work flexible hours across all USW sites.
12	Ability to speak Welsh.
13	Ability to use Microsoft Teams, Blackboard Collaborate, experience of working and meeting online.
14	A knowledge of the Equality Act 2010 and how this may impact on Disabled students.
15	Experience of working with disabled people to provide an inclusive environment.

Health and Safety

It is your responsibility to familiarise yourself with, and comply with, the organisation's Health and Safety Policies and Procedures. You must also be fully conversant with your health and safety responsibilities outlined in the Faculty/Department Health and Safety Management Arrangements document and implement accordingly.



Disability Confident Committed- Offer of an interview

Professional and Support Services Limited is committed to employing a diverse workforce and creating an inclusive environment where staff can be themselves and every person is treated with dignity, fairness and respect. We welcome applicants from diverse backgrounds and communities, especially with regards to age, disability, gender, gender identity, sexual orientation, race and religion or belief. We guarantee that all disabled candidates who meet all the key criteria for the job vacancy they are applying for are offered an interview. Key criteria are identified by * in the person specification above.