Working as a Support Worker

The Role

At Cardiff Metropolitan University we employ several different types of Support Worker who provide one-to-one assistance to ensure students are not placed at a disadvantage as a result of their disability. They can fulfil a number of roles which include:

- Note Taker – takes notes during in lectures, seminars
- Personal Assistant – assists in the library, scans your work
- Befriender – provides support around campus, social support
- Technical Support Worker – assists with lab or practical work
- Scribe or Reader – support during exams and assessments

Skills and Abilities

The skills you will need are dependent on the role or roles you are required to undertake (see above). We expect formal qualifications, for certain roles to degree level or higher or we may ask for expertise in a specific area. Generally we are looking for individuals with a sensitive and empathetic approach to our students. At Cardiff Metropolitan we also place great emphasis on ensuring mutual “respect” between staff and students is maintained. Student confidentiality is also critically important. Information a student shares with a support worker should remain confidential unless there is a health and safety issue

Experience

Again the experience you would need is dependent on the role you are required to fulfil. You will need some disability awareness for all roles and, if possible we would prefer you to have some experience of supporting disabled people. For certain roles, for example Personal Assistant it is essential you have appropriate experience, however for
other roles like Technical Support Worker or Note Taker expertise in a particular academic area is as important. The Disability Service will provide you with training on how best to support and meet the needs of students with disabilities/impairments

The Students

At Cardiff Metropolitan we currently support over 1300 students with a range of disabilities, medical conditions or mental health difficulties. Every student’s disability is unique to them and requires an individual support package in one or more of the following areas:

- Dyslexia and other Specific Learning Difficulties
- Aspergers Syndrome
- Mental Health Difficulties
- Long-term Medical Conditions
- Blind or Visually Impaired
- Physical & Mobility Disabilities
- Deaf or Hearing Impaired

General Conduct & Boundaries

- Support workers should always be punctual
- Support workers should conduct themselves professionally at all times
- Support workers should always work within professional boundaries (if you are unsure always contact the Disability Service)
- Support workers should ensure student confidentiality is maintained at all times
- Support workers should remove themselves from the support environment if they feel their personal safety is at risk
- Support workers should not ask or answer any questions if the student is able
- Support workers should only support a student in a subject area where they have the appropriate knowledge, experience and skills

For role specific Duties and Responsibilities please follow this Link
Conditions

- Support workers are required to keep an accurate record of hours worked by completing a time sheet. They should keep a copy of these time sheets. They also **MUST** obtain the student’s signature confirming they received the support
- Support workers will be paid in full for hours worked if they are given less than 24 hours notice of cancellation

For further information please contact the Disability Service on disability@cardiffmet.ac.uk or 02920 416170