

# A day in the life of a Support Worker

We recently interviewed one of our Independent Living Support Workers, Mary, to find out what it's like to work as a Support Worker. We asked what a general day involves, how she moved into the Support Worker role and what she enjoys about it.

## What is your job title?

Support worker for Wokingham Independent Living Service

## What does the company you work for do?

The company I work for supports people with disabilities and older people in lots of different settings.

## What is your background?

I joined Optalis in 2014, when the company I work for transferred to Optalis. Before I worked in Supported Living, I worked in residential care. The job was more hands on with more personal care tasks.



## What does your job involve?

I work with people with learning disabilities, supporting them in their own home with daily living tasks.

## What is a typical day like in your role?

As a support worker, my schedule has regular shifts and customer routines, but each day varies depending on what the customers want and need to do. I spend most of my time working one to one with customers. Typically, this involves meeting customers at their home, providing a chance to chat and share their plans, experiences and interests. We also spend a few hours of everyday out in the community, many of the customers I support enjoy being out, shopping, meeting friends and running errands. Some of my time is spent helping with preparing meals, shopping, some personal care, helping customers to manage their health. I spend some time working as key worker, taking time to look at care plans, risk

assessments and looking at bigger plans that the customer might have asked for like holidays. I also complete paperwork for the people I support and contact family members and other agencies when needed.

## What do you enjoy the most about your job?

"I enjoy making the people I support happy. I know that I've made a difference at the end of the day."

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