

## **Values & Attitudes of a Support Worker**

The attitudes and values that Support Workers have, has a large impact on their success . Developing the right attitude/ values is essential if Support Worker's want to make a positive difference in their work.

This document will:

- Introduce some fundamental assumptions that will support the development of an appropriate attitude for people employed as Support Workers.
- Outline appropriate avenues in expressing your attitudes
- Describe strategies to harness the right attitude.

### **Common Misconceptions**

" You must be a special kind of person"

'accessability' believes all our Support Workers are special people. It does take unique qualities to model a special Support Worker. Some characteristics that are required from our Support Workers are:

- Good interpersonal skills.
- A genuine interest in people.
- Energy and enthusiasm.
- Patience and well being.
- Strong work ethic.
- Reliable and Responsible

### **Fundamental Assumptions**

#### **People with disabilities as valued human beings**

History provides information that people with disabilities were portrayed as sick, menaces or burdens. The essential assumption that needs to support our thinking about people with a disability is that they are people just like you and me. The person is like any other person with his or her own uniqueness and individuality (included in this uniqueness is his or her disability or impairment)

#### **People with disabilities as having potential**

It is believed that people with intellectual and other disabilities cannot learn or develop lifelong learning skills. It is in fact people with disabilities that are likely to have an abundance of untapped potential, just like you and me. It is important that Support Workers respect our client's abilities and encourage achieving personal goals.

## **Attitude**

1. manner, disposition, feeling, position, etc., with regard to a person or thing; tendency or orientation, esp. of the mind: *a negative attitude; group attitudes.*
2. position or posture of the body appropriate to or expressive of an action, emotion, etc.: *a threatening attitude; a relaxed attitude.*
- 3.

### **Ways our attitude may be expressed**

Our values and attitudes are evident in all that we do. It is often the small things that we do that make our attitudes apparent like:

- How we communicate with people.
- How we communicate about people.
- Descriptions of people.
- Method of communication
  - Eye contact
  - Appropriate body language/jesters
  - Tone of voice.

### **Strategies to harness the right attitude**

Some strategies involved in harnessing the right attitude include:

- Being genuine
- Identify other Support Workers that are good role models.
- Recognise the positives and negatives of people.

### **Unhelpful attitudes**

Support Workers can sometimes display unhelpful attitudes when working with people with disabilities. These include:

- Mothering
  - Doing things for people that they can do themselves.
  - Talking to a person as if they are a child.
- Controlling
  - Bossing people around.
  - Poor listening.
- Pitying
  - Feeling sorry for people
  - Unwanted help

These are unhelpful attitudes that are to be avoided.