



Job Title: Support Worker

Responsible to: Registered Manager

Accountable to: Operations Manager/Chief Executive/

Service Users Profile:

Provide and maintain a high quality of care and support, which offers the individual the opportunity to develop physically, mentally, emotionally and spiritually.

DUTIES AND RESPONSIBILITIES

To understand and follow the Statement of Purpose of the company and philosophy of care. It is the duty of all post holders that they involve the service user in all aspects of their day-to-day life encouraging active participation wherever possible. The post holder may from time to time be required to advocate on behalf of individual service users. Whenever this is required, the post holder must ensure that any decision taken represents the informed wishes of the service user and may require consultation with other persons connected with the service user.

Personal and Social Care:

- Follow care and support plans devised for each Service User
- Support the individual in their daily living activities, i.e. assistance with washing, feeding, toileting, bathing, offering the minimum help to encourage independence.
- Encourage the service user to exercise choice in personal care, clothing, lifestyle and habit whilst supporting the health and safety of the individual and an awareness of the importance of age appropriateness.
- Ensure that each person is enjoying an appropriate diet.
- Support the individual to prepare food in accordance with guidance laid down by Food Safety Legislation and present food in an appetising form.
- Enable service users to attain more independence in accordance with their potential, bearing in mind at all times the privacy and dignity of each person.

- Support and enable the service user to take part in a wide range of leisure and recreational activities, both within their home and the community.
- Be involved in the constant re-assessment, planning and implementation of individual programme plans in conjunction with the senior staff.
- Attend and lead reviews with service users.
- Be aware of the importance of the spiritual needs of the service users, and support their attendance at their chosen place of worship, as necessary.
- Encourage and support service user contact with friends and family.

General:

- Report serious incidents, accidents, complaints or compliments to the Manager.
- Be aware of the policies and procedures of the company as set out in the 'staff handbook' and adopted in the service.
- Where required, support the service user to take responsibility for their financial affairs, i.e. shopping or collecting benefits. To ensure that full and accurate records of transactions are kept for inspection and that adequate security for service user's monies and valuables are maintained.
- To ensure that every aspect of confidentiality relating to the company, service users and other staff is maintained.
- Participate in staff training and personal development programmes
- Abide by the Code of Practice for Social Care Workers as issued by the General Social Care Council
- To be responsible for maintaining accurate timesheets of work carried out.
- To be responsible for accurate completion of daily record contact sheets, support and person centred plans and service user risk assessments.
- Any other duties as reasonably required by the Manager.

No job description can be entirely comprehensive and the job holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description.

PERSON SPECIFICATION SUPPORT WORKER
Standard E or D*

Assessed via A or I*

1. EXPERIENCE

1.1	A successful track record of working to support the community either in a care and support or other profession	D	A&I
1.2	Experience of working as part of a team	E	A&I
1.3	Experience of writing reports and plans to meet the needs of individuals	D	A&I

2. SKILLS AND ABILITIES

2.1	Ability to assist people in all aspects of personal and emotional care and support	E	I
2.2	Ability to record and communicate effectively	E	I
2.3	Ability to devise or understand care and support plans and risk assessments	D	I
2.4	Ability to ensure a safe working environment	E	I
2.5	Ability to communicate effectively and concisely both verbally and in writing with individuals who have a disability	E	A&I

2.6	Ability to follow clear instructions	E	A&I
2.7	Ability to work with minimal supervision and using own initiative	E	I
2.8	Ability to plan, prioritise and manage own workload and time	E	I
2.9	Ability to read and write clearly	E	I

3. COMMITMENT

3.1	A thorough understanding of and commitment to equal opportunities and its delivery in relation to care and support services	D	A&I
3.2	Empathy with the value and culture of the organisation	E	I

***Key – E = Essential D = Desirable A = Application Form I = Interview**