

## **JOB DESCRIPTION**

### **JOB TITLE – Support Worker**

### **REPORTS TO – Team Leader / Assistant Manager (dependant on service)**

#### **1. MAIN PURPOSE**

To provide the highest standards of care and safeguarding for our Service Users ensuring that they gain maximum benefit and are able to live full and active lives in line with their own changing needs by providing the highest standards of service delivery, corporate culture and personal values.

To ensure the operation and support provided in the Service is in line with the CQC Key Lines of Enquiry - Safe, Effective, Caring, Responsive and Well Led and fully compliant with all legislative, statutory and regulatory requirements and internal policies, procedures, guidelines and best practice.

#### **2. MAIN ACCOUNTABILITIES**

##### **2.1 To ensure that the care provided is SAFE**

- In accordance with Supportability's policies, to be familiar with and regularly refresh knowledge of SMBC's Harm levels in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to their Line manager, Duty manager or On Call Manager.
- To ensure that all health and safety responsibilities are fulfilled to protect the health and safety of self, employees, service users and visitors and comply with best practice.
- To provide a safe, and nurturing environment and support daily routines providing structure and stability for Service users.
- To promote Service Users' right to confidentiality of information in accordance with the guidelines of Supportability's Confidentiality Policy and Data Protection laws.
- To assist with all aspects of personal and intimate care as required for each Service User in line with their Care and Support Plan adhering to manual handling plans where applicable and supporting individuals with eating and drinking where required.
- To be responsible for the delivery of an individual's nutritional requirements including the provision of PEG feeds and assistance with complex feeding requirements etc.
- To administer prescribed medication via oral, inhalation, Buccal Midazolam and topical route to service users and to feedback any issues or concerns to the line manager as a priority (full training will be given and competency assessed prior to any administration of medication or support mentioned herein).
- To undertake training to maintain and develop professional skills and practice in line with Supportability's policies and procedures and compliance with CQC regulations and local authority requirements and expectations.
- To maintain clear and accurate records, completing all paperwork fully and to a good standard, ensuring it is written in a clear and concise way that is detailed, informative, factual and completed in a timely manner and in line with service requirements.

- To prepare, cook and serve food as required, ensuring standards are met in respect of nutrition, environmental health, dietary requirements etc.
- To ensure any accidents or incidents that occur within the Service are reported in line with Supportability's policies and procedures and reported to the relevant Line Manager.
- To read and understand all Supportability policies and procedures.

## **2.2 To ensure care provided is EFFECTIVE**

- To gain an understanding of a wide range of disabilities, that include profound and complex physical disabilities, learning disabilities and Autism.
- To make an active contribution to the team working closely with others to provide the highest standards of care; to build and maintain appropriate relationships with Service Users, colleagues, parents, carers and other professionals.
- To work effectively in collaboration with other providers involved in the care and support of those supported by Supportability.
- To provide a caring, safe, secure and accepting environment / service that meets the physical, health, social needs and rights of the people supported. This will include ensuring that cultural and religious needs are respected, promoted and facilitated.
- To attend and participate in agreed Service User activities as detailed in a person's individual support plan, this will include supporting Service Users in accessing facilities and group activities either within Supportability or the local community.
- To ensure that all support is provided in a way that promotes service users choice, develops independence in all aspects of their lives, respects their dignity and privacy and enables them to participate as fully as possible in their communities.
- To promote self-esteem, happiness and emotional health of service users and to develop and sustain, positive, trusting and professional relationships with service users.
- To actively undertake key working responsibilities for the Service Users you are responsible for as directed by your line manager and / or team leader.
- To attend and be an active participant in team meetings and supervisions as arranged by the Team Leader, Assistant Manager or Head of Service.
- To support Service Users who use our Community provision to undertake daily living skills within their own home.

## **2.3 To ensure care provided is CARING**

- To encourage independence and choice, support learning and development by recognising potential, building self-esteem and maximising individual capacity for independence.
- To contribute to the prevention and management of behaviours that challenge in a non-confrontational, non-judgemental manner, using a consistent approach and following behavioural management guidelines and Positive Behaviour Support as documented.
- To undertake key worker responsibilities including attending appointments and review meetings for Service Users as required and communicate outcomes following such as required.
- To offer support with mobility issues through the knowledge of individual support plans and risk assessments. This will include assisting with transfers, using specialist equipment such as hoists and overhead tracking, pushing wheelchairs, organising suitable public and private transport and undertaking escort duties.
- To undertake domestic duties within the service, including laundry, and maintain a high standard of cleanliness throughout the Service environment.
- To be willing to accompany Service Users on holidays where required by the Service.

## **2.4 To ensure care provided is RESPONSIVE**

- To effectively communicate with service users, using their preferred method of communication and encourage them to express their needs, views & wishes. Following individual support plans and using the appropriate resources and aids to meet a person's needs.
- To contribute to the development, provision and the review of individual Service Users' support plans and their outcomes.
- To report changes in Service User welfare to the appropriate services / professionals and undertake an ongoing risk assessment of the support being provided and highlight any concerns as soon as possible to the Line Manager.
- To be responsible for identifying resources required for individual 1:1 sessions and report this to the line manager for action.
- To contribute to the evaluation of the progress made by individual service users by recording individual outcomes and achievements in an appropriate format.
- To lead group activities as directed by the Team leader / Assistant Manager either building based or in the wider community.

## **2.5 To ensure care provided is WELL LED**

- To actively participate in all Supportability's training and develop own practice following attendance.
- To uphold and behave in accordance with the Supportability's values, code of practice and policies. .
- To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.

## **2.6 General**

- To assist with any other duties required as and when the business may require them.
- To work flexibly across the organisation to meet service demand and needs which may include evenings, weekends and bank holidays
- To undertake all mandatory training relevant to the role of a support worker, i.e. manual handling, first aid etc.
- To undertake the Care Certificate and QCF qualifications as appropriate as part of the role of a support worker in line with the Care Standards Act.
- Holders of an appropriate driving licence must be willing to drive Supportability vehicles in order to support Service Users with social, pleasure and medical activities (additional training and support will be given).

## Person Specification

	<b>Criteria</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 2 or equivalent qualification in Health and Social Care or willing to complete</li> <li>• Commitment to achieving the Care Certificate within 6 months (if applicable)</li> </ul>
<b>Knowledge, Skills and Experience</b>	<ul style="list-style-type: none"> <li>• 2 years' experience in Health and Social Care (desirable)</li> <li>• Basic English literacy and numeracy skills</li> <li>• Working knowledge of Microsoft Office Packages and comfortable working with IT systems</li> <li>• To be able to think creatively to enable service users to fully participate in activities</li> <li>• To be flexible and adaptable to meet the changing needs of service users and the service</li> <li>• To be able to make effective use of training and supervision</li> <li>• To be confident in dealing with and working with others</li> </ul>
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Positive attitude towards disabled people</li> <li>• Person centred</li> <li>• Communication – verbal and written</li> <li>• Resilient and able to work under pressure</li> <li>• Ability to work without direct supervision</li> <li>• Team working</li> <li>• Decision making</li> <li>• Problem solving</li> <li>• Planning and organising</li> <li>• Attention to detail</li> <li>• Driven by results and process of continuous improvement</li> </ul>