

## JOB DESCRIPTION

**Post:** Support Worker **Grade: 5**

**Location:** Day Services, Respite & Residential

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**Accountable to:** Team Leader or equivalent

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### WORKPLACE VALUES

The post holder will be expected to operate in line with our workplace values, which have been co-produced by individuals who use our services.

#### Our core values:

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other
  - **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other
  - **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service
  - **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.
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### JOB PURPOSE

Support and assist in the day to day operation of the Intermediate Care, Transitional/short stay beds, ensuring provision of a service that is compliant with relevant legislation, Company policies and other relevant guidance.

Support the delivery of the service for vulnerable older people; working with a person centred focus to promote well-being, choice, dignity, development, independence and inclusion.

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### MAIN DUTIES

1. Assist in the management of client care including admission, discharge, medication management and daily care routines to ensure that services users have appropriate care plans to ensure that services meet individual needs, choices and personal outcomes.
2. Work in cooperation with members of multi-disciplinary health teams to maximise opportunities for Service User therapeutic care.
3. Contribute to and participate in risk assessment processes, ensuring that risks to service user's personal safety are identified and managed so that they do not become a barrier to developing independence.
4. To be responsible, in line with departmental policy, for the daily administration and recording of medications.

5. Attend and participate in the weekly multi-disciplinary team meeting and client reviews as required.
6. Work within Company Policies and Procedures and other relevant guidance, applicable to this role.
7. Report through the line management process any aspect of service user care, which warrants investigation or urgent action, and to take appropriate action in an emergency.
8. Attend to the physical and personal needs of those service users who require such assistance.
9. Work with all relevant parties to maintain an environment which is safe and conducive to the overall development and wellbeing of service users.
10. Maintain effective communication with all parties in the interests of service users.
11. Undertake appropriate training as directed and participate in regular supervision sessions and team meetings.
12. Ensure that necessary records are completed, adhering to Company policies and procedures. Provide information as required, ensuring that confidentiality is maintained.
13. Undertake any other duties, as directed from time to time to meet the operational requirements of the service.

### **SPECIAL CONDITIONS (if applicable)**

Shift work to include weekends, evenings and bank holidays to cover 24/7 rota, 365 days of the year.

### **OTHER**

There is an expectation placed on all employees to achieve the appropriate level of qualification required for the job role.

### **GENERAL**

The post holder will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change. In particular the post holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All employees are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The organisation has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the organisation.

Due to the nature of the post, the individual will be required to undertake any checks as required under Safeguarding and/or relevant employment legislation.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of conduct, codes of practice and legislation in relation to the General Data Protection Regulations.

Undertake and participate in training, coaching and development activities as appropriate.

An Enhanced DBS Check is required.

**Date:** August 2021

## PERSON SPECIFICATION

<b>Jobholder Requirements: Support Worker</b>	<b>Essential (E) or Desirable (D)</b>
<p><b>Qualification &amp; Training</b></p> <p>Diploma in Health &amp; Social Care Level 2 or equivalent</p> <p>Diploma in Health &amp; Social Care Level 3 or equivalent</p>	<p><b>E</b></p> <p><b>D</b></p>
<p><b>Experience</b></p> <p>Experience of working with vulnerable people in community or residential based settings</p>	<p><b>E</b></p>
<p><b>Skills/Knowledge/Aptitudes</b></p> <p>Awareness of the needs of vulnerable people.</p> <p>Ability to meet individual support needs (physical, personal, emotional)</p> <p>Awareness of relevant legislation and compliance criteria</p> <p>Understanding of individual assessment, care planning and review processes in a care/ support setting</p> <p>Understanding of Risk Assessment and Risk Management processes</p> <p>Ability to implement Company Policies and work to regulatory standards</p> <p>Ability to make and sustain appropriate, professional relationships</p> <p>Ability to write reports and maintain appropriate records</p> <p>Ability to be flexible and responsive to changes in circumstances</p> <p>Ability to communicate effectively in a range of settings</p> <p>Ability to demonstrate behaviours that are aligned to the Company's core values</p> <p>Ability to use Microsoft Office applications</p>	<p><b>E</b></p> <p><b>E</b></p> <p><b>D</b></p> <p><b>E</b></p> <p><b>D</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>D</b></p>
<p><b>Special Requirements</b></p> <p>An Enhanced DBS Check</p> <p>A current, clean driving license or other means of reliable transport</p>	<p><b>E</b></p> <p><b>D</b></p>