



Job Description

Job Title: Support Worker

Reports to: Service Manager

01/03/2021

Job Purpose:

To provide a high standard of care and support which will enhance the quality of life of people using the service.

Objectives	Typical Tasks
<p>Provide a high quality of care and support to people who use the service</p>	<ul style="list-style-type: none"> - Support individuals with personal care as specified within their Individual Life Plan - Support people who use the service to maintain regular links with families and friends as appropriate - Support people using the service in the day to day domestic maintenance of their home - Support people who use the service in the purchasing and preparation of appropriate meals - Support people who use the service to plan their personal budgeting - Provide support for individuals' medical and special needs - Support the people who use the service to attend appointments with health care professionals - Administer and record medication, as specified /within Individual Life Plans, following Service Level Guidelines
<p>To provide opportunities for people who use the service maintain and develop their skills in order to maximise their independent abilities</p>	<ul style="list-style-type: none"> - Provide individuals with clear, unbiased information about their rights and options in order for them to make informed decisions about their lives - Advocate, where necessary, on behalf of people who use the service - Maintain Individual Life Plans to reflect current needs, wishes and abilities - In consultation with people who use the service, organise and participate in appropriate social and recreational activities

<p>Utilise communication and recording systems to ensure you and others provide appropriate support</p>	<ul style="list-style-type: none"> - Read and complete daily notes - Contribute to reviews of Individual Life Plans - Read and complete handover sheets as required - Read and maintain communication books / diaries - Utilise verbal and written communication to ensure all relevant information is shared - Read all relevant meeting minutes, memos and notices
<p>Act as keyworker; designated to individuals in order to effectively co-ordinate their support</p>	<p>On behalf of the individual:</p> <ul style="list-style-type: none"> - Organise and attend review meetings and update Individual Life Plans accordingly - Communicate and liaise with: Service colleagues <ul style="list-style-type: none"> - Service management - External professionals - Family Members - Relevant external agencies - Compile individual updates each month - Co-ordinate the planning of appropriate holidays and outings
<p>Support budget process</p>	<ul style="list-style-type: none"> - Assist in monitoring of petty cash - Support the Service Manager/Deputy Service Manager by promoting cost effectiveness and working with agreed budgets - Ensure monies are accounted for and documented accordingly
<p>To provide a safe and secure driving facility for people who use our service</p>	<ul style="list-style-type: none"> - To assume responsibility for people who use our services to ensure they are safely seated and driven in a safe manner - Ensure safe driving practices are adhered to at all times - Maintain external and internal cleanliness and safety of vehicles - Read relevant vehicle safety policy documents and ensure their implementation, including relevant administrative procedures and keeping records and making the Service Manager aware of servicing, maintenance, repairs, MOTs etc
<p>Be aware of your responsibilities under the Charity's Health and Safety policy, taking all possible steps to ensure a safe working environment</p>	<ul style="list-style-type: none"> - Maintain a safe working environment - Participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact - Report and record all incidents, accidents or potential hazards following Health and Safety Policy - Carry out Health and Safety Checks and maintain accurate records

	<ul style="list-style-type: none"> - Promote awareness amongst people who use the service of all emergency / on-call systems, and fire prevention and control, as necessary
Be familiar with and adhere to internal and external policies and standards	<ul style="list-style-type: none"> - Ensure relevant standards are followed at all times and maintained - Maintain good working knowledge of relevant standards in order to implement safely and appropriately
Continuous self development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> - Keep up to date with skills and knowledge - Attend mandatory training - Attend other training and development actively where appropriate - Participate in development reviews - Read and seek to understand all relevant communication e.g staff handbook, written communication - Attendance at meetings as required
Actively support the vision, philosophies and values of the Charity	<ul style="list-style-type: none"> - Promote the core values of the Charity i.e respect, hospitality, justice, compassion and trust - Act in a non-discriminatory manner - Maintain confidentiality at all times - Undertake any other duties that are in keeping with the values of the charity that you have the skill/ability to carry out

Level of Disclosure: Enhanced

Person Specification

Essential:

- An ability to demonstrate the core values of the Charity
- NVQ2 in care (or willingness to attain)
- Full, clean driving licence
- Ability to respond to guidance and direction
- Experience of working with vulnerable adults
- Experience of developing personal care plans
- Good communication skills
- Ability to work as part of a team
- Able to provide personal care
- Able to work flexible hours and sleep-ins
- Participate where necessary in social activities, outings/holidays with people using the service
- Maintain confidentiality
- Honesty and reliability
- Interested, motivated and committed
- Accessible, approachable and comfortable with vulnerable people
- Non-discriminatory and respect for cultural and religious heritage of all people

Desirable:

- Computer literate
- Food Hygiene certificate
- Manual Handling certificate
- Emergency First Aid certificate
- Fire Awareness certificate
- Health and Safety certificate
- Full, clean driving licence (could be essential if justified)
- Experience of Social Care settings