



## Job Description

**Job Title:** Support Worker

**Reports to:** Service Manager

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

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

	<ul style="list-style-type: none"> <li>- Promote awareness amongst people who use the service of all emergency / on-call systems, and fire prevention and control, as necessary</li> </ul>
Be familiar with and adhere to internal and external policies and standards	<ul style="list-style-type: none"> <li>- Ensure relevant standards are followed at all times and maintained</li> <li>- Maintain good working knowledge of relevant standards in order to implement safely and appropriately</li> </ul>
Continuous self development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> <li>- Keep up to date with skills and knowledge</li> <li>- Attend mandatory training</li> <li>- Attend other training and development actively where appropriate</li> <li>- Participate in development reviews</li> <li>- Read and seek to understand all relevant communication e.g. staff handbook, written communication</li> <li>- Attendance at meetings as required</li> </ul>
Actively support the vision, philosophies and values of the Charity	<ul style="list-style-type: none"> <li>- Promote the core values of the charity – hospitality, compassion and respect</li> <li>- Act in a non-discriminatory manner</li> <li>- Maintain confidentiality at all times</li> <li>- Undertake any other duties that are in keeping with the values of the charity that you have the skill/ability to carry out</li> </ul>
<b>Level of Disclosure: Enhanced</b>	
<b>Person Specification</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Being a kind, honest and caring person who can be accessible, approachable and comfortable with vulnerable people</li> <li>• Ability to respond to guidance and direction</li> <li>• Willingness to train and achieve NVQ2 in care</li> <li>• Ability to work as part of a team</li> <li>• Willing to participate in social activities, outings/holidays with people using the service</li> <li>• Maintain confidentiality, honesty and reliability</li> <li>• Interested, motivated and committed</li> <li>• Have a flexible approach</li> <li>• Good communication skills</li> <li>• Willing to provide personal care</li> <li>• Be non-discriminatory and respect for cultural and religious heritage of all people</li> <li>• An ability to demonstrate the core values of the charity – hospitality, compassion and respect</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Experience of working with vulnerable adults</li> <li>• Experience of developing personal care plans</li> <li>• Full, clean driving licence</li> <li>• Experience of Social Care settings</li> </ul>