

## JOB SUMMARY

|                     |  |                  |    |                                |    |                         |      |
|---------------------|--|------------------|----|--------------------------------|----|-------------------------|------|
| <b>Post Title</b>   | Support Worker   |                  |    |                                |    |                         |      |
| <b>Job Family</b>   | Service Delivery   | <b>Pay Range</b> | 04 | <b>Line Manager to others?</b> | No | <b>Role profile ref</b> | SD04 |
| <b>Service Area</b> | Adult Social Care and Housing Needs – Internal Services (Reablement) |                  |    |                                |    |                         |      |
| <b>Line Manager</b> | Registered Manager (or another delegated person)                     |                  |    |                                |    |                         |      |
| <b>Location</b>     | Adelaide & Gouldings Resource Centres                                |                  |    |                                |    |                         |      |

### Job Purpose

To provide reablement support and longer-term care, in the centre, for people, by promoting daily living skills in order for them to live as independently as possible.

To provide personal care, emotional support and encouragement to meet the needs and wishes of people using the service that is in line with their individual support/goal plan

### Job Context

- Work with the people we support to optimise their independence, doing with people rather than for them
- Follow the specific goal/support plans and provide updates and information to senior staff to ensure the care and support provided is relevant and appropriate
- Provide personal care that includes, washing, un/dressing, moving people safely, going to the toilet and support with meals in accordance with the Intimate Care Protocol and in line with best practice ensuring that a person's choices, dignity and respect are maintained at all times
- Make detailed and accurate records, in black ink, in the records kept on behalf of people
- Support people to take their prescribed medication by following the support/goal plan and Medication Administration Record, completing accurate records and reporting to senior staff, any errors or concerns without delay

### Knowledge, Skills and Experience

| <b>Role Profile requirements.</b>  | <b>Job specific examples.</b><br>(if left blank refer to left hand column)   | <b>Essential</b> | <b>Desirable</b> |
|--|--|------------------|------------------|
| Reliable, responsible.   | Will be undertaking early morning starts and late evening finishes over seven days, 52 weeks per year on a roster basis  | <b>X</b>         |                  |
| Awareness and understanding of the customer's needs.   | To be able to speak with the people support and/or their relatives to find out the information needed to provide the best support. This includes reading the goal/support plan | <b>X</b>         |                  |
| Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues. | A sensitivity and awareness of meeting the needs of others in a kind and caring way  |                  | <b>X</b>         |
| Safe and competent use of relevant equipment / tools.  | Use of moving and handling equipment   | <b>X</b>         |                  |
| Knowledge of relevant health and safety procedures.  |  | <b>X</b>         |                  |
| Ability to communicate clearly to build trust both one to one and with groups.                                       |  | <b>X</b>         |                  |
| Ability to follow processes, carry out and review procedures, record and monitor information accurately.             |  | <b>X</b>         |                  |
| Basic literacy and numeracy.   | Must be able to complete all relevant training required for the role and will actively attend and contribute to team meetings and individual supervisions on a regular basis.  | <b>X</b>         |                  |
| Practical knowledge of ICT systems.  |  |                  | <b>X</b>         |
| Able to maintain accurate records as and when required.  |  | <b>X</b>         |                  |

### Qualifications

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| <b>Role Profile requirements.</b>   | <b>Job specific examples.</b><br>(if left blank refer to left hand column) | <b>Essential</b> | <b>Desirable</b> |
|---|--|------------------|------------------|
| May require relevant certifications including evidence of fluency in English language.  | A minimum of NVQ/QCF Level 2 or willingness to work towards                | <b>X</b>         |                  |
| GCSE level qualifications or equivalent experience  |  |                  | <b>X</b>         |
| <b>Other Requirements</b>   |  |                  |                  |
| <p>The Isle of Wight Council is committed to safeguarding and promoting the welfare of vulnerable children and adults and operates stringent recruitment practices. All employees are expected to familiarise themselves with the Council's Safeguarding Policies and all other relevant policies so our staff can work safely, professionally and competently at all times.</p> <p>The Isle of Wight Council has a duty to protect employees from harm as far as is reasonably practicable and all employees have a duty to protect themselves and others from harm. All employees are expected to familiarise themselves with the Council's Health &amp; safety Policies and undertake relevant training to ensure compliance with Health and Safety Requirements.</p> <p>All employees are required to comply with the Council's Data Protection and GDPR Policies. You are responsible for ensuring that any information or data you collect, or input complies with the standards set out in these documents.</p> <p>All post holders must have the ability to meet the travel requirements of the role and have a full UK driving license</p> |  |                  |                  |
| <b>Organisation Structure:</b> <ul style="list-style-type: none"> <li>• Director of Adult Social Care &amp; Housing / Assistant Director</li> <li>• Service Manager / Nominated Individual</li> <li>• Registered Manager / Deputy Manager</li> <li>• Assistant Manager</li> <li>• Senior Support Worker / Administrators</li> <li>• Community Support Worker</li> <li>• Ancillary support team</li> </ul>   |  |                  |                  |
| <b>Out of Hours Standby and Call Out</b><br>You will be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2012 document.   |  |                  |                  |