

## JOB SUMMARY

<b>Post Title</b>	Support Worker						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>04</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD04</i>
<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						

<b>Job Purpose</b>			
<p>To provide Reablement support and longer-term care for the individuals who use our service in accordance with their identified individual needs, the Goulding's and Isle of Wight Council internal policies/ procedures, Legislative framework, and Good Practice guidelines. All support will be delivered ensuring that an individuals' choices, dignity, and respect are maintained at all times and embody the reablement ethos of "Doing With" and not "Doing For" people.</p>			
<b>Job Context</b>			
<ul style="list-style-type: none"> <li>• Provide physical/ emotional support to the individuals we support including but not limited to personal care (in accordance with intimate care protocols at all times), Medication Administration, Safer moving and Handling of people, Nutrition and Hydration.</li> <li>• Ensuring that support is delivered as per personalised care plans and risk assessments.</li> <li>• Maintain detailed and accurate records on behalf of individuals we support!</li> <li>• Escalate and report any concerns, relevant information and all incident/ accidents as per Legislative frameworks and the Isle of Wight Council Policies and Procedures.</li> <li>• To complete/attend all mandatory training. This may, at times, fall outside of your contracted hours and overtime payments and mileage will be paid for external events.</li> <li>• Undertake any other duties that can be reasonably expected of your role that are required to meet the needs of the service.</li> </ul>			
<b>Knowledge, Skills and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (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>	

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Practical knowledge of ICT systems.			<b>X</b>
Able to maintain accurate records as and when required.		<b>X</b>	
<b>Qualifications</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (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 be flexible to meet the needs of the service, undertaking duties as directed, commensurate with the grade of the role, as deemed necessary by the person in charge</p>			
<b>Organisation Structure:</b>			
<ul style="list-style-type: none"> <li>• <b>Director of Adult Social Care &amp; Housing / Assistant Director</b></li> <li>• <b>Service Manager / Nominated Individual</b></li> <li>• <b>Registered Manager / Deputy Manager</b></li> <li>• <b>Assistant Manager</b></li> <li>• <b>Senior Support Worker / Administrators</b></li> <li>• <b>Community Support Worker</b></li> <li>• <b>Ancillary support team</b></li> </ul>			