

JOB SUMMARY

Post Title	Support Worker						
Job Family	Service Delivery	Pay Range	04	Line Manager to others?	No	Role profile ref	SD04
Service Area	Adult Social Care and Housing Needs						
Line Manager	Senior Support Worker						
Location	Plean Dene						

Job Purpose

To provide for the residents/service users with Care and Support needs. These duties will include, all personal care, Nutrition and Hydration, Health and Well-being and a range of activities to include accessing their Local community.

For example, talking to the resident, helping to maintain contact with the family, friends, and the community.

Job Context

- To promote the care and support of the residents/service users in a way which enables independence, rights, choices, and inclusion in their community. Utilising Active Support with daily living skills by encouraging participation, maximising skills, and preferences in choice and control.
- Complete, and maintain the residents Support plans which will incorporate Monthly reviews/Monthly Audits and all relevant recordings as necessary with a requirement to take up key/co-worker duties. Ensuring the wishes of the residents are known and appropriate support and opportunities are given.
- Prepare, cook, and serve meals (breakfast, lunch and dinner) with input from the residents/service users. Supporting and helping those not able to eat independently as identified in their Person-Centred Support Plan.
- Complete all cleaning duties, including laundry, around the home and people's bedroom's whilst promoting Active Support. Assist with the transportation of residents to and from the Home, undertaking the duties of an escort or driver.
- Upon commencement of shift receive a handover of recent events and to read the Communication book for any new information. At times you may be the Key Holder/Nominated person who will be designated to administer Medication for the shift.
- Report to the Senior/Manager or the On-Call Manager all incidents/accidents whether they are to residents or staff during the period of duty. All staff must be familiar with the procedure to be followed in the event of the fire alarms sounding and be prepared to attend drills.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	Proven ability to arrive to work on time and be flexible to meet working pattern for the operational needs of the service	E	
	Show a positive approach, through self-motivation	E	
Awareness and understanding of the customer's needs.	Willingness to undertake training in healthcare needs	E	
	Ability to deal sensitively with service users in a variety of situations		D

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	<p>Some knowledge of and commitment to equal opportunities and non-discriminatory practice and an understanding of relevant legislations e.g., MCA and Care Act 2014</p> <p>Available to change duties at short notice, depending on need</p>		<p>D</p> <p>D</p>
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	<p>A range of experience in roles working with people with a learning disability.</p> <p>Experience of laundry work and domestic cleaning</p> <p>Able to satisfy the travel requirements of the role e.g., full, clean driving licence</p>	<p>E</p> <p>E</p>	<p>D</p>
Safe and competent use of relevant equipment / tools.	Use of moving and handling equipment	E	
Knowledge of relevant health and safety procedures.	<p>Show a clear understanding of Health and Safety</p> <p>Knowledge of COSHH/Infection Control policies</p>	E	D
Ability to communicate clearly to build trust both one to one and with groups.	<p>Ability to show or indicate the principles of individuality, rights, independence, fulfilment, choice, and respect</p> <p>Ability to work as part of a team and use own initiative</p> <p>Show an awareness of empowerment and the effect of self on others</p>	<p>E</p> <p>E</p> <p>E</p>	
Ability to follow processes, carry out and review procedures, record, and monitor information accurately.	<p>Must be fully able to undertake the physical aspects of the job, to include supporting residents/service users</p> <p>Respond to instructions, guidance, and support in a positive manner</p>	E	D
Basic literacy and numeracy.		E	
Practical knowledge of ICT systems.	<p>Complete online Mandatory/Statutory Training courses</p> <p>Access email communication</p>		<p>D</p> <p>D</p>
Able to maintain accurate records as and when required.	Make detailed and accurate records	E	

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Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.	Care Certificate/QCF 2 - or be willing to undertake	E	
GCSE level qualifications or equivalent experience			D
Other Requirements			
Enhanced DBS Check.			
Out of Hours Standby and Call Out			
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.			
Organisation Structure (optional)			
<ul style="list-style-type: none"> • Director of Adult Social Care & Housing Needs / Assistant Director • Service Manager / Nominated Individual • Internal Homes Team Manager • Registered Manager • Senior Support Worker 			