

JOB DESCRIPTION

TITLE: Support Worker

ACCOUNTABLE TO: Home Manager

REPORTS TO: Shift Leaders

QUALIFICATIONS: No formal qualifications required as training will be given

Job Purpose

In accordance with National Minimum Standards and The White Paper Valuing People, the staff member will endeavour to contribute and participate in providing quality care and life experiences to the service user based upon the six basic values of privacy, dignity, independence, choice, rights and fulfilment. To be available to work and help provide a therapeutic, supportive, structured and relaxed environment in which service users can develop and enjoy their lives.

Main Duties

- Work as part of a team being responsible to your Line Manager for the well-being of service users.
- To work with all staff in providing an effective 24-hour service and to demonstrate a reasonable degree of flexibility to ensure all shifts are covered with the required staffing levels.
- Provide service users with practical assistance, advice, advocacy and support in order that they might develop their skills and work toward maximising their independence.
- To be proactive and empower service users to participate in the daily up-keep and running of the home.
- To work in accordance with the objectives of Care Opportunities, its policy and procedures at all times.
- To ensure that the support plans, as agreed by the Clinical Team, are consistently implemented on a daily basis.
- To supervise and share mealtimes with service users, to encourage a positive attitude towards food and appropriate behaviour at mealtimes.
- To use initiative in creating, and delivery of, appropriate leisure opportunities for service users.
- Work as a key worker for individual residents, following an agreed support plan. To implement and monitor support plans.
- In agreement with the service user assist with practical skill development such as budgeting, shopping, cooking, housework, laundry, health and hygiene etc as detailed in the support plan.
- Assist service users in having the opportunity to voice their views and be involved in the management of service delivery.

- Maintain service user confidentiality within the policies and procedures laid down for the service.
- Ensure service users are treated with respect and their dignity is maintained at all times.
- To maintain appropriate professional boundaries at all times.

Other Duties

- To use initiative in making the best use of all available resources in the home, to meet the needs of each service user.
- To assist in maintaining a good standard of hygiene and tidiness within the home, when required, to check all equipment including emergency and fire equipment.
- To ensure accurate recording as set out by the Home Manager.
- To participate in staff meetings, contributing to the review of current working practices and future developments.
- To participate in relevant training to update and enhance knowledge base.
- Assist the service users with their finances in line with their own personal plan and company policy.
- To assist with financial reconciliations – daily / weekly / monthly - as and when requested by senior staff.

This Job Description is not intended to be a complete list of duties and responsibilities, but indicates the main aspects attached to this post and should be read in conjunction with the Companies Policies and Procedures.

PERSON SPECIFICATION

JOB TITLE: SUPPORT WORKER

Characteristics	Essential	Desirable
Physical Requirements	<p>Smart personal presentation.</p> <p>Able to be flexible with working hours - to include evenings, weekends, Bank Holidays and sleep-ins.</p>	Driving licence.
Interpersonal Skills	<p>Ability to communicate clearly and interact well with people of all levels.</p> <p>Able to work as a team member.</p> <p>Domestic and housekeeping skills.</p>	Demonstrates an understanding of the needs of the service users.
Knowledge	<p>Recognition of the need of confidentiality.</p> <p>Committed to acquiring a Diploma qualification.</p> <p>Understanding the principles underpinning the delivery of care.</p> <p>Ability to record information accurately, objectively and within prescribed timescales.</p>	<p>Health and Safety Legislation.</p> <p>Basic IT skills.</p>
Personal Attributes	<p>Non- discriminatory and non-judgemental practice.</p> <p>Professional approach to work.</p> <p>Hard working and motivated.</p> <p>Enthusiastic, willing to learn new skills and reliable.</p> <p>Ability to promote independence.</p> <p>Experience of forming and maintaining appropriate professional boundaries.</p>	