

Support Worker Job Description

Summary of Duties

To support and enable the individuals who use our services to lead a meaningful and worthwhile life within the community giving practical support and guidance as detailed within their care and support plans.

Making sure that you support people to be as involved as possible in every moment of their lives. Offering opportunities to be involved as often as possible, in the way that best suits them, e.g. as little or as much as they like. Ensuring that the people you support make as many choices as possible, so they remain in control.

You will be expected to work a flexible shift system, which may include sleep-in duties or waking nights depending on your contract and to assume a level of responsibility as designated by your line manager.

You will be expected to participate in regular supervisions and take responsibility for your personal development. You will be required to attend training programmes in order to develop your knowledge and skills which will be identified by you personally and your Management team.

You will, be expected to show a level of commitment and initiative and forge links with community facilities, to enable the individuals who we support to develop their potential skills in all areas. You will be expected to familiarise yourself with company policies and procedures and all legislation relevant to the care sector. You will be expected to report all accidents/incidents and/or other health hazards in line with company policy. You will maintain confidentiality in all aspects of service user care and handling of financial accounts and to ensure that all documents and records you write are legible, accurate and concise.

You will be expected to provide a high level of dignity, respect and value in all areas of contact, whether supporting individual's in their own homes or accompanying them in the community and to assist in the day to day maintenance of their home, i.e. purchasing food, supporting service users with personal care if required and maintaining their home environment to a high standard.

Your job description is not an exhaustive list of duties but a guideline to indicate the main areas of responsibility and is subject to periodical review to meet the service needs.

Main tasks

The tasks will vary depending on the individuals needs which will be assessed and detailed in their care plan. The Support Worker must report any change in circumstances to their Management team.

The tasks involved may include: -

1. Supporting the individuals to manage their own home, including supporting them to maintain their tenancies.

2. Supporting with personal care needs.
3. Supporting individuals to make full use of statutory and voluntary services in the community, including recreational, educational, occupational and social opportunities. Offering support to access the community, promoting safety, use of public transport, and accessing facilities and resources.
4. Supporting the individuals to attend appointments in respect to all aspects of life including health care needs for example medical appointments.
5. Supporting the individuals to identify and participate in holidays, outings and activities.
6. Administration of Medication: Supporting in the administration of medication, to include the promotion of the safe handling of medication, where possible self-medicating, reasons for taking and understanding their medication.
7. Supporting the individuals in developing and maintaining relationships: With their families, their friends, including personal and meaningful relationships.
8. Supporting individuals to explore and maintain: Choice, rights, equal opportunities, beliefs, cultures, dignity, religion, sexuality and promoting independence.
9. To assist in developing life skills in all areas of day to day life and to support and encourage them to make choices and life decisions in line with the Mental Capacity Act requirements.
10. To support with budgeting, money management, purchases, receipts, safe keeping of money and personal property.
11. To identify and manage risks effectively, including following all implemented risk assessments and support in positive risk taking.
12. Promote health, safety and well-being of the people we support.
13. Work positively with colleagues, families and external organisations and professionals.
14. Improve the support provided by discussing any new ideas.
15. Report accidents and Incidents.
16. Report all breakage's, health and safety concerns, potential hazards, maintenance requirements.
17. Support the individuals in developing and maintaining healthy eating plans, menus and shopping lists, ensuring that their nutritional needs are met. Support for the preparation and serving of meals.
18. Keep accurate and up to date records in line with company policy.
19. Read, understand and follow the company's policies and procedures.

TRAINING

All Staff will be required to attend training programmes, and to attend external training courses as identified and deemed as reasonable to the needs of the service user, the business, personal development and job role.

These responsibilities must be carried out with due regard to the organisations Equal Opportunities Policy.

This job description is issued as a general guideline and may be subject to change in consultation with the post-holder.

Person Specification Support Worker		
	Essential	Desirable
Physical Requirements	Good Physical Health, with the ability to carry out manual handling tasks. Able to take an active role in responding to conflict and behavioural management, i.e. restrictive physical interventions. Able to support the service users with physical activities	
Education and Training	Good General Education	Diploma in care or an equivalent qualification
Specialist Skills	Practical Care Skills, good communication and interpersonal skills. Ability to demonstrate the 6c's - care, compassion, courage, communication, commitment and competence	Counselling Skills Makaton Full Driving License
Experience	Previous experience in a support worker post, preferably with experience of supporting individuals with Learning Disabilities and or Mental Health illness, Challenging Behaviour, and complex needs.	Previous experience supporting individuals in a supported living environment.

Personality	Able to remain calm in emergencies and take appropriate action. Positive and enthusiastic attitude.	Confident meeting and greeting visitors and third parties.
Motivation	Ability to work with the minimum of supervision using own initiative. Receive and carry out instructions from senior staff. Ability to cope with internal and external pressures.	
Other	Available for training. Smart appearance and presentation. Honesty. Integrity. Respect peoples' rights and dignity.	

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