

# Job Description



<b>Job Title:</b>	<b>Support Worker</b>
<b>Department/Section:</b>	Residential Care
<b>Reports to:</b>	Registered Home Manager
<b>Principal Contacts:</b>	Residents (Service users) GP's and other medical professionals Parents/family Care Managers Internal staff from other homes or departments External contractors and visitors
<b>Job Purpose:</b>	To support residents (service users) with both physical and learning disabilities and complex needs living in a residential care setting, in all aspects of their day to day lives and work, by promoting opportunities to develop a lifestyle that supports their individual needs and choices, promotes independence and encourages fulfilment of personal goals. Support residents (service users) in developing and maintaining life skills as appropriate and personal safety including supporting transition training to other homes where appropriate.
<b>Responsible for:</b>	No direct responsibilities in relation to line management, budget or physical resources but supports these as follows:  <b>People:</b> Nil staff but will be expected to direct less experienced or agency staff or voluntary and/or work experience placements as requested  <b>Finance:</b> Not a budget holder but to work within the housekeeping/travel budget; residents' personal monies  <b>Other physical resources:</b> Safe and correct use of equipment/aids, household appliances, company vehicle, basic vehicle maintenance, reporting home and health and safety equipment faults, basic security measures within home, epilepsy alarms.

## Main Duties and Responsibilities:

NB (i) This list is intended to define the main duties and responsibilities that are required to be undertaken by the post holder and is not a comprehensive list of all duties that may be required from time to time (ii) This is a generic job description for all Support Worker roles in residential care including those working with residents with complex needs during the day or night. Requirements will vary in relation to the particular needs of the residential home and its residents.

1. To act as a key worker on behalf of service user(s) and to support with the preparation, development, implementation and updating of individual care plans for reviews (eg 6 monthly and annually) whilst adhering to guidelines and supporting residents' wellbeing and safety.
2. To actively participate in the implementation of individual care plans and risk assessments for each person living in the home, and promote their independence by providing opportunities and individual responsibilities through their daily living and participation in specific interests and organised activities whilst adhering to Trust protocols and guidelines. To update records and charts as appropriate. Use shift planner in relation to awake night shifts.
3. To support a friendly and homely atmosphere within the home and motivate service users in their

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everyday tasks and with personal care (directly or indirectly, as appropriate) including clothing appropriate for weather, household duties, e.g. preparation of meals supporting service users' nutritional needs and ensuring correct food/water temperatures, cleaning, personal hygiene, personal shopping, laundry, gardening, sewing (mending) etc. Residents with complex needs may have additional needs eg toileting and continence management and may require mobility support and clinical support eg changing stoma bags, food modifications, tissue viability and palliative care etc. During awake night shifts - ensure that all food hygiene Closing Checks are undertaken each night.

4. To work and communicate effectively as part of a team, to ensure the consistency of care and support to service users. This will include verbal, and electronic communication, attending meetings and daily shift handovers.
5. Act appropriately to resolve minor conflicts eg between residents and using appropriate strategies to divert this or encourage a resident.
6. To ensure the health and safety of service users at all times whilst on duty undertaking (following training) risk assessments and safety checks as required, including basic DIY within the home through to calling emergency services when appropriate. During awake night shift to check residents at intervals stipulated in their care plans and to ensure that residents' needs are given priority over other tasks.
7. To participate in the administration and storage of medication and accurate associated record keeping in accordance with Trust policies and procedures. Job holders could also be asked to participate in the ordering and administration of prescriptions and medication. Report medication errors in accordance with Trust policies and procedures.
8. To transport and accompany service users when attending medical and other appointments, liaise on their behalf and ensure that information is fed back to the house and recorded appropriately, including required follow up action.
9. To be aware of the importance of being able to communicate effectively using a variety of appropriate methods at varying levels and liaise positively with work colleagues, parents and external agencies on a regular basis.
10. To be responsible for maintaining accurate notes and administrative records and contribute to report writing factually and promptly as requested.
11. To attend and participate in mandatory (eg infection control, COSHH, food hygiene, equality and diversity, fire and health and safety, manual handling etc), specialist and other training as required e.g. relating to medical conditions.
12. To organise/write up residents reviews (if required), attend and participate in care reviews and staff meetings as required.
13. To support service users to access and manage their money, handling petty cash for housekeeping or travel etc in accordance with financial procedures and assist them to purchase personal items as appropriate.
14. To maintain confidentiality at all times in relation to service users and their records in accordance with Trust policies and procedures.
15. Planning daily activities at shift change over around residents' needs and interests, appointments, life skills, daily home activities and organised events.
16. To assist the Assistant Home Manager in planning residents' holidays, liaising with Travel Agents as appropriate and accompanying them on holiday to support their needs. Planning house-days/activities.

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17. At the request of the Home Manager or Assistant Home Manager to contact staff team or flexi to find cover for sickness at short notice (eg when neither manager is on duty) and report to the On-Call Manager as appropriate for permission to book agency when internal resources are exhausted.
18. Reporting any untoward incidents or safeguarding issues /possible signs of abuse, neglect to the Assistant Home Manager or Home Manager.

You will be required to attend formal induction training within the first 12 weeks of employment in order to obtain the 'Care Certificate'. This consists of knowledge sessions (normally run as 7 sessions approximately 10 days apart), mandatory training courses and an 'in-house' induction. You will also be required to carry out additional training which is considered relevant to your specific role. As part of the Care Certificate you will be observed putting your newly gained knowledge into practice in the work place.

If you have previously achieved the Care Certificate or Diploma Level 2 or 3 in Health and Social Care when you join the Trust, and have the required evidence of this, you will not be required to carry out the knowledge sessions of the Care Certificate. However, you will be required to attend mandatory and any additional training specific to your role, an 'in-house' induction and be observed against the Care Certificate framework.

# Additional Information



## **Driving:**

There is a requirement for the post holder to drive in order to fulfill the requirements of the role. This may involve driving a COT car or Minibus. Driving license details will be required and reviewed on an annual basis.

## **Variation to Usual Working Hours:**

The post holder is not required to participate in an 'on-call' rota. However, they may occasionally be required to work outside of their usual working pattern/hours in order to attend external meetings, training, external events or service user holidays.

## **Display Screen Equipment Usage:**

Post holders are regularly required to work with display screen equipment (VDU, computer workstations, laptops, touch screens etc.) as part of their normal working day.

## **Lone Working:**

There is a frequent (daily) requirement for the post holder to lone work during the course of their normal working day.

## **Night Workers:**

Post holders are not regularly required to work between the hours of 11pm and 6am for at least 3 hours as part of their rostered duties; with the exception of post holders with specific Awake Night duties.

## **First Aid:**

There is a requirement for the post holder to be a qualified first aider and appropriate training will be offered and maintained.

## **Physical Effort:**

- Frequent (daily) moderate to high physical effort is required for this role throughout the day to support service users in all aspects of daily living, including personal care. Frequent requirement to use specialist equipment in complex needs services e.g. hoists, wheelchairs etc.
- Frequent exposure to repetitive movements such as lifting, bending, reaching, crouching, walking carrying, standing, loading/unloading and kneeling.
- Frequent driving and travelling required getting service users to appointments and other social engagements.

## **Mental Effort:**

- Frequent periods of concentration are required when dealing with service users, interpreting information, communicating, record keeping and administration of medication.

## **Emotional Effort:**

- Maintaining a positive attitude when dealing with stressful or emotional situations.
- Occasional exposure to treatment of service users with palliative and end of life conditions. Dealing sensitively with their end of life care and providing guidance and support for family members /other carers.

# Person Specification



<b>Job Title:</b>	<b>Support Worker</b>		
<b>Department:</b>	Residential Care		
<b>Reports To:</b>	Home Manager (Registered), Residential Care		
<b>Specification Headings</b>	<b>Essential</b>	<b>Desirable</b>	<b>How to Assess</b>
<b>Experience:</b> (Duration, type & level of experience necessary)		<p>Experience of working in residential services or domiciliary care and of working alongside people with a learning disability.</p> <p>Experience of key worker responsibilities and development of care plans.</p> <p>Experience of attending and participating in care reviews and participating or undertaking basic risk assessments.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Qualifications:</b> (Number, type, level of qualifications. Equivalent experience, if appropriate)	<p>General standard of secondary education (or equivalent).</p> <p>Commitment to work towards NVQ2/Level 2 Diploma in Health &amp; Social Care qualification and achievement within 18 months' of commencement.</p>	<p>GCSE English Language and Maths (or equivalent)</p> <p>NVQ 2/Level 2 Vocational Diploma in Health &amp; Social Care on appointment.</p>	<p>Application Form</p> <p>Proof of award</p>
<b>Skills, Knowledge &amp; Aptitude:</b>	<p>A good standard of literacy and numeracy and ability to ensure accurate record keeping and reporting of information.</p> <p>Good verbal interpersonal and written communication skills. Basic IT skills eg Word, Outlook.</p> <p>Understanding of an ordinary life for people with learning disabilities, their needs &amp; requirements and the difficulties faced.</p> <p>Housekeeping skills including high standards of cleanliness and hygiene and ability to cook basic recipes, laundry, basic sewing and gardening, budgeting and basic home maintenance etc.</p> <p>Support principles of equality of opportunity</p>	<p>Basic report writing skills.</p> <p>Basic knowledge of Health &amp; Safety/Risk Assessments</p> <p>Knowledge acquired through training in relation to health conditions and associated needs eg administering injections, patient handling WAV</p> <p>Knowledge of Makaton acquired through training.</p> <p>May assist with basic Physio/exercise when appropriately qualified, following training and assessment by qualified Physiotherapist.</p>	<p>Application Form</p> <p>Interview</p> <p>Relevant Certificates</p>
<b>Personal Qualities and Behaviours:</b>	<p>Team working</p> <p>Patient and calm under pressure</p> <p>Ability to work unsupervised and on own initiative and make sound decisions within scope of the role</p> <p>Follow instructions and work to high standards and practices</p> <p>Approachable, positive and supportive and able to demonstrate compassion and empathy for the people we support</p>		<p>Interview</p> <p>References</p>
<b>Other Requirements:</b> (factors which are required for an individual to carry out the full duties of the job)	<p>Able to be flexible in hours, including weekends, sleep-ins and accompanying service users on holiday and days out.</p> <p>Initial and ongoing clear DBS records check (obtained by the Trust initially upon offer).</p> <p>Willingness to attend mandatory and specialist training as required.</p>	<p>Category D1 Driving Licence</p>	<p>Interview</p> <p>Appropriate documentation</p>