Support Worker

JOB TITLE **Support Worker**
REPORTS TO **Senior Support Worker**

Job Purpose

The supported living service aims to provide the highest standards and quality of life for people with learning disabilities, ensuring tenants/residents/service users live as normal a life as possible in their own home with the support and care they need to provide maximum independence. All tenants/residents/service users will be treated as individuals and their individual cultural, religious and sexual diversity will be accepted and respected. It is expected that tenants/residents/service users will be consulted about all aspects of their daily life, including personal care, communal and household tasks, financial and social arrangements.

The support worker will be required to contribute to and work with the tenants/residents/service users as part of a multi-disciplinary service. At times, you may be required to act on your own showing self-motivation, initiative and flexibility

Activities and Duties:

- To undertake required training as directed
- To provide support and meet the basic care needs of service users ensuring that personal dignity and rights are respected at all times
- To maintain high standards of support according to the needs of the individual, ensuring a high quality of life
- To ensure that support is provided to individuals in accordance with Carewatch policies and procedures
- To assist in the identification of individual needs and ensure that appropriate support is provided to meet these needs
- To provide support in all daily living activities engaged in by the individual
- With other members of the team provide a friendly supportive atmosphere in which individuals are encouraged to and enabled to develop a valued lifestyle

Key Tasks

1. Assist in all stages of person centred planning

2. To undertake cleaning, cooking, washing up, laundry duties and other related activities ensuring service users are involved as much as possible.

3. To assist service users to exercise choice and control over all aspects of their life

4. To assist/enable service users to maintain high standards of health care and personal hygiene

5. To enable service users to develop their skills and abilities

6. To participate in a key worker system

7. To be involved in supporting service users on holiday

8. To be involved in enabling the service user to access and participate in a wide range of community based activities

9. To participate in relevant training to update and enhance knowledge base

10. To be aware of your responsibilities under the Health and Safety at Work Act

11. To report any incidents and complaints to your line manager

12. To keep accurate records of individuals as laid down in policies and procedures

13. To participate in the rota within the framework of the contracted hours

14. To provide tenants/residents/service users with opportunities for new experiences, individualism and freedom of expression, and the opportunity to exercise individual choice

15. To operate within the correct recording and receipt procedure relating to financial management and handling of service users personal money as laid down in policies and procedures

16. To maintain strict confidentiality in all aspects of work relating to tenants/residents/service users, colleagues and the company in line with policy and procedure

17. To ensure adherence to the Carewatch Medication Policy

18. To treat all service users with dignity and respect, taking into account cultural needs as well as gender, race and ethnicity. The Carewatch Equal Opportunities Policy should be followed at all times.

Skill Requirements

1. Good written and verbal communication skills
2. Ability to manage and organise own workload
3. Ability to motivate self and others
4. Ability to work as a team member
5. Commitment to the code of values for supported living
6. Experience of working with people who have learning disabilities
7. Experience of delivering personal care
8. Knowledge of the needs of vulnerable people
9. Basic financial knowledge
10. Knowledge of the role played by other agencies e.g. Citizens Advice Bureau (CAB)
11. Simple cooking skills
12. Good interpersonal skills
13. NVQ/SVQ level 2 (or working towards)
14. Current enhanced CRB/Disclosure Scotland/POVA/POCA check

Personal Qualities

1. Self motivation
2. Patience
3. Listening skills
4. Calm and pleasant manner
5. Able to communicate with people at all levels
6. Able to work unsupervised
7. Able to work on own initiative
8. The ability to maintain confidentiality
9. Honesty and reliability

The Duty of Care

This is a legal term meaning you have a responsibility towards everyone you come into contact with to ensure they are not caused harm. Carewatch has a responsibility to provide training for you and you have a responsibility to attend that training and adhere to the instruction that you receive. Training will provide you with the knowledge to give high quality support to tenants/residents/service users, reducing the risk of harm to them and to you.

As with any care or support overseen by you, the duty of care is absolute and on no account must you oversee tasks for which you have not been trained.

Job Specification: Support Worker				
ELEMENT		QUALITY		
Ref:	ITEM	ESSENTIAL	DESIRABLE	CONTRA-INDICATORS
A	Educational Standards	Basic Literacy Skills		
B	Professional Qualifications		NVQ/SVQ Level 2 or 3 in Care and Promoting Independence	
C	In-Service Training Certificates		e.g. Health and Safety/ First Aid/ Food Hygiene/ Moving & Handling	
D	Relevant Job Experience		Previous experience of working with learning disabilities in a community setting	
E	Specialist Knowledge	Understanding of principles underpinning the delivery of care and the role of those providing the services	1. Appropriate to client group. 2. Medication administration. 3. Infection control.	
F	Specialist Skills & Aptitudes	Communication/ Interpersonal skills	1. Care Plan writing. 2. Accident reporting.	
G	Organisational Abilities		Ability to plan and organize a workload.	
H	Physical Condition	Low sickness record in previous employment	Stamina	Poor medical record which could compromise job requirements
I	Attitude & Disposition	Tolerant/patient/ sensitive/discreet Willingness to accept instructions	Cheerful disposition. Able to deal with difficult situations.	
J	Other	Enhanced disclosure from CRB/Disclosure Scotland Check POVA/POCA Check		
Comments:				