

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Support Worker</b>
<b>RESPONSIBLE FOR / JOB PURPOSE</b>	<b>Provide a professional, high quality care and support service to individuals within their own homes in a manner which maximises their choice and independence and quality of life.</b>

## DUTIES AND RESPONSIBILITIES

- Provide personal, practical and domestic services as agreed within the Individuals Core Support Plan in line with person centred approaches.
- Attend training and participation in staff meetings and staff performance reviews as required to develop relevant knowledge and skills.
- Ensure that service users achieve their optimum level of independence, by assisting service users to achieve their personal outcomes.
- Promote social inclusion for service users and develop and maintain community links by use of community facilities and involvement of outside agencies.
- Build and sustain professional relationships with all key stakeholders involved within service users services including, local authority care managers , clinicians, GPS , Pharmacists, warden control centres etc.
- Communicate with relatives and informal carers, encourage relatives to become involved in the service users individual care and support packages and participate in meetings where appropriate.
- Act as a role model and maintain standards of conduct and behaviour to uphold the reputation of the Company at all times.
- Follow and comply with the requirements in the care and support plan taking into account the service users preferences, choices and aspirations.
- Follow all documented risk assessments and comply with identified safe working practices.
- Provide all relevant feedback to the Team Leader/Office in relation to any concerns or newly identified risks.
- Adhere and respond to your individual roster, complying with any electronic monitoring processes where relevant.
- Utilise appropriate IT systems for E Learning and undertake regular updates as required.
- Attend and participate within all organisational supervision processes in line with the policies and procedures.
- Attend contract monitoring, case conferences as required.
- Work on a flexible rota that takes into account the needs of the service user, this will include Bank Holidays and weekends.
- In line with Health and Safety requirements, staff are expected to treat all property and equipment with care and to use and store correctly, reporting any faults where necessary.

## KEY REQUIREMENTS

### Qualifications

- NVQ 2 or to be willing to work towards the Health and Social Care Diploma is desirable

### Experience

- Experience within the care sector is desirable

### Skills / Abilities

- Good social skills, the ability to interact and engage with people in the community
- Ability to work on own initiative, equally can work as part of a team
- Good level of written and verbal communication
- Ability to recognise and relay any changes to the health and wellbeing of the individual
- Self-motivated with a commitment to supporting people to maximise their independence
- Credible, and comfortable in dealing with multi-disciplinary partners
- Reliable and determined
- Empathic communicator, able to see things from the other person's point of view
- Sufficiently mobile and flexible to travel within services
- Keen for new experience, responsibility and accountability
- Able to get on with others and be a team-player
- Able to organise, plan and work to deadlines

### Knowledge

- Good knowledge of the Essential Care Standards and other regulatory frameworks is desirable
- Knowledge of Health and Safety legislation is desirable

**NB : This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.**

This Job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Charity and its services, as well as the personal development needs of the post holder.