

Job description for **SUPPORT WORKER**



Job Title:	Support Worker
Reports To:	Team Leader
Responsible To:	Registered Home Manager

Job Summary

The role of a Support Worker is both challenging and rewarding, encompassing a wide range of duties and responsibilities. The job role is centred upon providing the service users with person-centred care and support, in a respectful and empathetic manner, which enables individuals to take control over their lives, reach their full potential and live as independently as possible.

Principal Duties and Responsibilities

To ensure that the service users receive safe, appropriate and person-centred care and support, in accordance with each individual's personalised support plan.

To uphold the principles and values of the Company, and apply these, at all times, to your interactions and dealings with the service users, colleagues and other external stakeholders.

To maintain a high standard of professionalism at all times, acting in manner which reflects positively on the Company.

To safeguard and protect the service users from abuse, or the risk of abuse, at all times. To immediately report any concerns regarding the safety or well-being of the service users to the Home or Regional Manager.

To promote the service users' physical and emotional well-being at all times and to support the service users with personal care tasks, as required, in a sensitive and appropriate manner.

In-line with hours of work and out of hours requirements as given in Terms and Conditions of employment: To as requested, and no more than once annually (unless voluntarily agreed), accompany a Service User on their annual holiday, which may occur over a weekend. There will be 'sleep-ins' required during the residential holiday period and days off will be scheduled immediately prior to and after the holiday.

To maintain an awareness and understanding of the Company's policies and procedures, including the service's health and safety arrangements, and adhere to these at all times.

To maintain an awareness and understanding of the service users' personalised care, support, and where applicable, recovery and/ or person-centred plans; their risk assessment and risk management plans, and work in accordance with these at all times.

To adopt a person-centred approach towards your work, actively supporting each service user's personal choice, independence and personal growth. To ensure that the service users' involvement in decision-making which affects their lives, or the overall running of the service, is actively encouraged.

To support the service users' access to desired educational, training, vocational and leisure opportunities and assist the service users in participating as fully as possible in their local community.

To assist the service users in building and maintaining a range of positive relationships and valued social contacts outside of the home, including maintaining links with family and friends.

To respond to any challenging behaviours in a safe and appropriate manner in accordance with the training and instruction received.

To keep clear, accurate and appropriate records in accordance with the Company's record-keeping requirements and our legal obligations.

To make full and appropriate use of the home's internal communication systems in order promote effective communication and continuity of support within the service. The post-holder will be expected to actively seek relevant communications (e.g. through checking communication books and the staff notice board).

To undertake household tasks, laundry and cleaning duties as identified as necessary and required.

To contribute to the maintenance and development of quality standards within the service.

To develop and promote positive relationships with the service users and work colleagues. To work as part of a coordinated team in providing a consistent, high quality service.

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To participate in regular supervision meetings and an annual appraisal, as part of a professional development plan, to be coordinated by the Home Manager.

To participate in relevant training and development activities as directed by the Home Manager

To handle the service users' personal records, and all other sensitive work-related information, in a confidential manner, and in accordance with the Company's confidentiality and data protection policy.

To perform the duties of a key worker as required. In this event, you will be issued with a supplementary Job Description that details your additional duties. (It is our policy that Bank Support Workers do not act as Key Workers).

To administer medication, as required, but not until appropriately trained and competent, in accordance with the Company's procedures and the guidance provided in the individual's care plans.

To liaise professionally, and work in partnership, with a wide range of external individuals, teams and agencies involved in the service user's care and support (including active participation in care review meetings)

To participate in needs assessment, care planning, risk assessment, person-centred planning activities and associated review processes under the direction of line management.

To attend, and participate constructively towards, staff meetings.

To promote equality of opportunity and respect for diversity in accordance with the Company's Equal Opportunities Policy.

To undertake any other duties consistent with the overall purpose of the post which may be reasonably requested by the Home Manager. This will involve working as part of the Home's rota system, which operates to enable care and support to service users, 24 hours a day, 365 days a year.

Please note: This job description should not be regarded as an exhaustive list, but rather as an indication of the main duties and responsibilities associated with the post. It will be reviewed periodically to reflect changes and developments in service requirements. Any resultant changes will be discussed fully with the post-holder.