

Role:	Support Worker
Reports to:	Home or Deputy Home Manager/ Co-ordinator or Team Leader
Hours of work:	Full or Part time

Job Purpose

To encourage and support service users to define and develop their chosen lifestyle and ensure they are involved in the planning of their service, including preferred communication and feedback preferences, way of working, signposting and advocating whilst presenting a friendly and helpful personality at all times.

Accountabilities

1. To provide personal, practical, social and emotional support to people, in a way that respects the dignity of the individual and promotes independence. The support provided by Support Workers is that which would normally be undertaken by a caring relative and must not include tasks which would normally be undertaken by a qualified professional, such as registered nurses, social workers, etc .
2. To encourage and enable service users to make day-to-day choices and major life decisions, signposting as appropriate, and to develop a positive self-image and maintain good health.
3. To support service users to develop relationships, including intimate relationships and to maintain contact with family and friends.
4. To provide service users with the agreed necessary support to maximise their independence and to develop social and life skills.
5. To enable people you support to take risks as part of life experience and to ensure these risks are assessed, agreed and recorded in line with Care 1st policy.
6. The duties will include personal care such as assistance with personal hygiene, grooming, the management of continence and rising & retiring (getting ready for the day and going to bed).
7. To take responsibility for safeguarding those that you support so that the likelihood of abuse occurring is reduced
8. To communicate with all people in an effective way that recognises preferred communication styles and to build positive working relationships.
9. Support service users monitor and maintain the cleanliness of their environment.

10. To take an active responsibility for your own development by attending relevant training (both internal and external) and undertaking e-assessments/ e-learning to maintain specified level of competency.
11. To work in accordance with the weekly work schedule and complete timesheets in a clear, legible manner including obtaining the signature of the people who use our services except in cases where it is known that the person is unable to sign.
12. To support the service users with maintaining their health and nutrition in line with their assessed needs and care support plan.
13. To support the service users with managing medication, finances and any other duties to enable them to remain living safely in the community.

This job description is not exhaustive and will develop and change over time, within the boundaries of the job purpose.

Other

Special demands. This should include any extraordinary conditions.

Key results area/measures for the role

1. Individuals are appropriately supported to develop a fulfilling life in the community through your commitment to delivering a personalised service.
2. Safe, harmonious, outcomes-focused team working is achieved, without direct supervision, to support individuals to maximise their independence and choice over daily living activities and lifestyle. Confidentiality and boundaries are respected.
3. Service users and colleagues are treated with respect and dignity in a personalised and individually focussed way.
4. You reflect on practice, accept and offer constructive feedback in a positive way and work towards improvement with an attitude of positive regard.
5. You work in compliance with Trust protocols and policies
Your commitment to quality improvement is evident through service records, e.g. care plans.
6. Your commitment to personal development is evident through your engagement with the PDR and other performance management processes.

Person Specification

	Essential	Desirable/Ideal
Qualifications	Educated to GCSE Level A-C or equivalent in Maths and English or ability to pass numeracy and literacy and values assessments.	NVQ/ Diploma in Health and Social Care level 2 or 3, or equivalent
Skills	<p>Strong communication skills with the ability to communicate effectively with people and build productive working relationships, motivating and inspiring those you work with through your amenable personality</p> <p>Willingness to be flexible, adaptable and positively responsive to change and ability to work pro-actively and evidence creative thinking</p> <p>Organisational skills to ensure tasks are completed in the absence of direct supervision</p>	
Experience	Of being able to identify issues and develop a logical and clear approach to problem solving, with the ability to resolve conflict using own judgement	Evidence of experience of working with people within the relevant service user group
Other	<p>Have a caring manner and a tolerant, patient nature.</p> <p>Be dependable, cheerful and patient</p> <p>Respectful of boundaries, with a commitment to confidentiality</p> <p>Willingness to learn and use skills appropriately and a commitment to personal and service development</p> <p>Commitment to delivering a high quality service and to support the aims of the Trust</p>	Ability to work a flexible shift system including night duty and weekend work where required by the service