

JOB DESCRIPTION

Job Title: Support Worker
Department: Care
Reporting to: Service Supervisor
Work Pattern: 5 - 37.5hrs or bank shifts

<p>Main Job Functions:</p> <p>To provide a flexible support service informed by individual customers Person Centred Plans.</p> <p>Support Functions include</p> <ul style="list-style-type: none"> • Support with daily living skills based on the Supporting People Criteria • Assistance with personal care based on a Community Care assessment • Supporting individuals to access a range of educational, personal development and recreational activities that will facilitate integration, inclusion and equality of opportunity <p>Support Workers work as part of a team who provide customer focused support as part of a 24 hour service delivered 365 days of the year based on a rota system, this will include weekends, bank holidays, sleep ins and waking nights where required and which is determined by the needs of the customers and the service (hours are agreed at the time of offer, to suit candidate's needs).</p> <p>Support Workers assist customers to identify and work towards their aspirations and goals and work with them on an individual and team basis this ensures that they have the freedom to choose where, when and in what way support is provided.</p>
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Main Duties:	
1. Supporting customers	
I.	To undertake personal care and support for individual customers including oral care, monitoring of pressure areas, toileting, bathing and skin care.

II.	Enabling customers to increase their independent living skills and improve their access to the wider community.
III.	To support customers with medication needs through prompts and administration.
IV.	To support customers as required with their finances.
V.	To assist customers with their mobility including the use of aids such as wheelchairs, hoists etc.
VI.	To support and prompt customers to have clean homes for example: washing up, vacuuming, ironing, cleaning the bathroom and doing laundry.
VII.	To assist in the preparation of meals and drinks and provide assistance with eating and drinking dependent upon customer needs.
VIII.	To prompt and support customers with the care of their pets as required.
IX.	To support customers with activities outside their home.
X.	To oversee the monitoring of illness and health concerns to ensure that any routine and urgent medical attention for customers is sought and supported appropriately.
XI.	To immediately report to management any incidents or noticeable changes in health, behaviour or circumstances of customers, whilst maintaining customers' rights to privacy and confidentiality, and to take the appropriate actions.
2. Policies and Procedures.	
I.	To deliver personal care and support which meet or exceed CQC requirements.
II.	To comply with all relevant policies including: Safeguarding, Whistleblowing, Health and Safety, Lone Working, IT, Customer Finance, Risk Assessments and Mental Capacity.
III.	To use IT systems to assist with the logging of hours worked with individual customers and to record detail of support with customers.
IV.	To provide a professional and confidential service to customers at all times in line with Papworth Trust policies, particularly the Confidentiality Policy.
3. Service Delivery	
I.	To encourage and facilitate a programme of activities within the community, working alongside customers to develop and deliver a programme that meets their needs, aspirations and interests.
II.	Contribute to support plans and risk assessment with individual customers and as a team ensure a consistent quality approach.

III.	Report all complaints from customers and/or their representatives immediately, in line with the Trust's complaints procedures.
IV.	Take responsibility for ensuring that all work undertaken on behalf of the Trust complies with good practice regarding Safeguarding and Whistle Blowing , reporting any concerns to the Service Manager
V.	Ensure that all service delivery is consistent with the Social Model of Disability i.e. it is supportive, encouraging, facilitative-assisting and completing tasks with people and not for them.
VI.	To ensure that safe and accurate handovers take place between staff and to ensure clear and accurate information is included in handover notes and communications books.
VII.	To safeguard the health, well-being and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line with the appropriate policy and procedure.

4. Customer Focus

I.	Seek opportunities to involve customers in changes to service design and delivery
II.	To work with customers, advocates, family members and others (including external agencies, volunteers and care managers) to meet customer aspirations and goals.
III.	To work with customers, advocates, family members and others to design and implement their own self-assessment of needs and ensure that these are included in the Person Centred Plan

5. Development of Care Skills

I.	Attend all training courses, supervision sessions, staff meetings and annual appraisal meetings to share best practice, maximise organisation and personal development and effective communication.
II.	Participate in improving the quality of service through attendance at team development days, the annual staff conference, the development of an annual team plan and to work to the Trust's business plan to achieve the agreed team outcomes
III.	Gain an understanding of the role of CQC and the importance of CQC inspections and own involvement in them.
IV.	Attend mandatory training including refresher training within the required timescales
V.	Complete the Core Induction Standards/Care Certificate to the required standard and within the required timescale.

Note:

The responsibilities of this role will normally include all duties described in this Job Description and any additional or different duties, which the Employer may require from time to time.

Date of Description: February 2015

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Prepared by: Deputy Director of Operations