



Job Title: Support Worker	
Knowledge:	
How to run a domestic household including cooking, cleaning and basic finance.	
The essentials of the legislative requirements of the role e.g. Supporting People criteria, National Minimum Care Standards, role of CQC or an ability and willingness to learn.	
Understanding of the fundamentals of equality and diversity particularly in respect of disability and the ability to apply these to daily work with customers.	
Sufficient knowledge of the English language, both written and spoken, in order to communicate effectively with customers, their families and other staff members, including writing handover notes.	
Skills & Abilities:	
Able to assist with personal care including oral care, basic medical care, toileting, bathing and skin care in a way which is both dignified and respectful.	
Able to work co-operatively and as part of a team to ensure the best possible outcome for all customers.	
Able to understand and act on guidance and instruction from senior staff and managers, seeking clarification when required.	
Able to assist customers with basic financial transactions.	

Able to understand and adopt a flexible approach to supporting customers, varying according to the customer's requirements, medical condition and behaviours.	
Able to participate in a rota to cover a 24/7 service including early morning, evenings, overnight, weekends and bank holidays.	
Able to understand what confidentiality means and to keep matters appropriately confidential.	
Able to participate in mandatory and other training that is a requirement of the role.	
Able to follow written instructions and produce written records, documenting activity, incidents, accidents and inform managers of issues appropriately.	
Able to recognize changes in a vulnerable person's welfare / health, wellbeing and safety and report in line with policies and procedures.	
Able to use a computer in order to complete written reports and timesheets.	
Able to act as a mentor, encouraging, supporting and facilitating personal development of those they support.	
Experience:	
Experience of working alone successfully, including using initiative.	
Experience of being responsible for the safety of others.	

Special Conditions

- The post will be subject to the Disclosure and Barring Service checks.
- Under Section 8 of the Asylum and Immigration Act 1996 we are required to carry out basic checks on every potential employee (including British Citizens and European Economic Area Nationals), to ensure that you have the legal right to work in the UK. If selected for interview, you may be asked to bring documents which confirm this.