

Job Description & Person Specification

**POST TITLE: SUPPORT WORKER
(Residential and/or Supported Living Services)**

REPORTING TO: SERVICE/HOME MANAGER

OBJECTIVES

1. To provide high quality, person-centred care involving a broad range of often complex social, emotional and recreational needs, recognising the potential of each Service User and to promote through actions and words the achievement of that potential including working as part of a team.
2. To meet the individual care and support needs of Service Users using the service in a way that promotes, dignity, privacy, safety and independence.
3. To ensure the effective use of resources in providing this care and support.

KEY RESPONSIBILITIES

Providing Person-Centred Care:

1. Have a good understanding of the operating philosophy, aims and objectives and facilities and services provided as laid down in the Statement of Purpose.
2. Have a good understanding of the health and social care needs, strengths, challenges and disabilities of those who use our services.
3. Deliver quality care and support to meet the health, personal and social care needs of people who use our services as documented in the individual plan of care.
4. Be aware of areas of high risk as identified in risk assessments and deliver care and support in line with individual risk management care plans.
5. Monitor the physical health and psychological well-being of people who use our services, report any changes and assist in the evaluation of the outcomes of care and support.
6. Understand the importance of promoting independence and diversity in providing care and support.
7. Support those who use our services to exercise their right of choice over their programme of care and support.
8. Encourage participation, involvement and personal fulfilment by supporting an agreed programme of activities that reflects individual choice and preferences.
9. Act as a Key Worker when required for an individual Service User.
10. Obtain Diploma Level 3 in Health and Social Care – or equivalent within two years of appointment to role and fully participate to identify your personal training needs and continuing professional development.

These duties/attributes are not exhaustive and may be altered at any time to reflect the changing needs of the individuals who use our services. This will be communicated by your Manager. All duties will fall within the scope of your abilities.

Meeting Essential Care and Support Needs:

11. Delivery and administer care to the quality related to the standards as defined in the *Health and Social Care Act 2008 (Regulated Activities) Regulations 2014*.
12. Deliver care that helps each Service User develop resilience and skills that prepare them to return home, live in a new placement or live independently as an adult.
13. Engage with Service Users to understand their views, wishes and feelings and balance those against the Service Users best interests. Help Service Users to understand how their privacy is respected.
14. Help Service Users achieve educational and training targets as applicable whilst supporting through development of study skills and attendance as appropriate at registered educational establishments.
15. Support Service Users to participate and benefit from a variety of activities that meet, develop and reflect creative, cultural, intellectual physical and social interests and skills.
16. Support Service Users to maintain a healthy lifestyle, good nutrition diet and fluid intake and access to GP, dentist, opticians and other practitioners as required.
17. Meet the Service Users behavioural and emotional needs in helping them to become socially aware, encouraging them to take responsibility for their own behaviour and understand expectations in accordance with their care plan and age.
18. Be aware of the signs of possible abuse and report all concerns to your manager.

Communication

19. Encourage those who use our services to communicate their needs and to engage them in the process of delivery of care and support.
20. Respond promptly and courteously to requests for support and assistance including answering emergency calls.
21. Provide verbal and/or written hand-over of care given over a span of duty and report any changes in care needs and physical or emotional well-being.
22. Take steps to ensure confidentiality of records and information in day to day communication and understand when certain information may need to be passed on.
23. Use appropriate means of communication to promote good relationships with Colleagues, relatives and friends of people who use our services, the local community and any other parties with whom Phoenix Learning & Care has dealings.
24. Report all concerns you or others have regarding the ability of the service to meet the needs of those using the service including potential abuse, comments or complaints.
25. Read and understand the appropriate Policies of the organisation raising any issues or knowledge gaps with your Manager immediately.
26. Welcome and be courteous to all visitors to the service ensuring safeguarding procedures are followed at all times.

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27. Attend employee meetings as directed including Supervisions, Appraisals and the like.

Health and Safety:

Understand your responsibilities under the Health and Safety at Work Act 1974 and act by taking reasonable care of the safety of those who use our services, colleagues, the public and yourself.

28. Be aware of the work-place hazards identified in the General Risk Assessments and COSHH risk assessments and the management controls described.
29. Be aware of the fire hazards identified in the Fire Risk Assessment, the management controls identified and your role in fire prevention and what to do in the event of a fire.
30. Apply the principles of safe food handling as they apply to your work.
31. Understand your role in infection control and in reducing and managing these risks by implementing Phoenix policies and Best Practice guidelines.
32. Promptly report any accidents, adverse incidents or observations of injury.
33. To complete domestic duties in the home ensuring that the house is kept warm, clean and tidy, and if necessary help the Service Users to keep their space clean. Duties include (but are not restricted to); laundry, cooking, washing-up, cleaning, gardening, vehicle cleansing.
34. Promptly report any health and safety hazards, maintenance issues or malfunction of any systems, building elements or equipment, including heating, lighting, fire, security or call systems to you Line Manager or Health & Safety representative.

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PERSON SPECIFICATION
SUPPORT WORKER (Adult Residential and Supported Living Services)

CATEGORY	ESSENTIAL	DESIRABLE	METHD OF ASSESSMENT
EXPERIENCE	<ul style="list-style-type: none"> No previous experience necessary 	<ul style="list-style-type: none"> Experience of working in a care setting Experience of supporting vulnerable individuals 	<ul style="list-style-type: none"> Application Form
EDUCATION & TRAINING	<ul style="list-style-type: none"> Ability to undertake basic training Ability to undertake L3 Diploma Able to read, write and speak English to an acceptable standard 	<ul style="list-style-type: none"> GCSE's English & Maths NVQ II or III/- Direct Care/Social Care. L3 Diploma in Health & Social Care or equivalent Understanding of LD & Autistic spectrum conditions and associated emotional needs First Aid Health and Safety Basic Food Hygiene Manual Handling 	<ul style="list-style-type: none"> Certificates Application Form
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> Ability to produce written reports Ability to communicate clearly and effectively with colleagues and clients (verbally and non verbally) Ability to work alone and use initiative 	<ul style="list-style-type: none"> Understand the values that underpin the delivery of person-centred care and consistently reflect these values in the individualised care and support offered to people who use our services Confidently provide care and support to meet the essential care and life-style needs of the people who use our services 	<ul style="list-style-type: none"> Application Form Interview
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> Consistent approach. Flexible & reliable. Neat & tidy appearance. Kind caring attitude. Ability to work in a team. 	<ul style="list-style-type: none"> Previous experience of working in a team setting Communicate effectively with the people who use our 	<ul style="list-style-type: none"> Interview

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	<ul style="list-style-type: none"> • Happy to participate in and accept supervision and instruction • Sense of humour, patient and compassionate. • Able to voice appropriate advocacy on behalf of Service User to ensure dignity and 	<p>services, within the Care Team and with families and other agencies.</p> <ul style="list-style-type: none"> • Understand and fulfil responsibilities with regard to Health and Safety and managing risk 	
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> • Can take part in all activities and shift work including sleep- ins • Honest & trustworthy • Driving licence/transport 	<ul style="list-style-type: none"> • Use of a mobile phone • Knowledge of local area 	<ul style="list-style-type: none"> • Interview

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