

SUPPORT WORKER JOB DESCRIPTION

Job Title: Support Worker

Hours: 37.5 hours (Long shift patterns)

Job Location: Hemel Hempstead or Stevenage

Purpose of Position:

To enable and / or assist individuals to remain in the community, to be supported and maintained safely in their own homes and thereby enhance the quality of life.

Encouraging your service user's individuality and independence

Helping your service user to maintain relationships with neighbours, the neighbourhood and familiar activities and surroundings, providing social contact, especially for service users who live alone

Principle Responsibilities:

- Providing emotional support to individuals and their families.
- Providing practical support for individuals and their families, such as helping with household tasks, personal care and paperwork.
- Supporting and monitoring their healthcare needs, including administering medication and temperature checks.
- Supporting them to pursue hobbies and interests.
- Supporting the learning of new skills or gaining employment.
- Teaching life skills, such as budgeting and paying bills.
- Helping with everyday tasks such as meal preparation, writing a shopping list, going shopping or maintaining their housing tenancy.
- Helping them to access community facilities and be included in community groups.
- Understanding their communication needs and adapting your communication to each individual, e.g. sounds, tones, body language.
- Working with other professionals, such as doctors and therapists, to ensure consistency of support.
- Analysing an individual's needs and drawing up a focused support plan.
- Becoming both a role model and companion to the individual and uncovering shared interests, such as hobbies and outings.
- Implementing Positive behaviour plans as required
- To be particularly vigilant for signs of distress or anxiety in Service Users; any deterioration in physical and /or mental health, or safety of the environment, and to report these as a matter of urgency to your manager or coordinator in her absence.
- To carry out all tasks in a way that demonstrates respect for the privacy, dignity and value of all users, irrespective of severity or disability or personal circumstances.
- To summon appropriate assistance in an emergency. All actions should sustain, support and enhance the independence of Service Users, as specified in their care plan.

- All duties to be undertaken in accordance to Compassion Plus Healthcare Policies and Procedures.

2. **Personal Care** (only where specified on the care plan and subject to appropriate review):

- Support Service Users in ensuring that they attend to their personal hygiene
- Support Service Users in all aspects of personal hygiene, i.e., washing, shaving, showering etc.
- Encourage Service Users to maximise their own abilities and skills
- Assisting service users with other activities of daily living
- Supporting service user to manage their physical health issues.

3. **Domestic**

- Where directed, support Service users with maintaining cleanliness of home, to meet with health and safety requirements.
- Support Service users to light fires or operate other sources of warmth.
- Where appropriate home facilities are available, launder and iron clothes and/or bed linen.
- Support Service users to undertake essential shopping, payment of bills.
- Support service users to cook and prepare own meals.

4. **Social:**

- Actively encourage Service Users, according to their capabilities, to participate in all aspects of daily living activities.
- Develop and maintain personal contact with the Service User through talking and listening.
- Provide support as part of a caring team, liaising with informal carers, other agencies or professionals as necessary.

5. **Collaboration with Other Agencies:**

- Assist the management to maintain good relationships with other personnel involved in the care of the Service User, i.e. Community Nurses, Social Workers, G.P's, Service user's family and relatives, CCGs, etc., as part of a caring team.

6. **General Duties:**

- As required maintain accurate, legible, record and submit them on a regular basis to the manager.
- Maintain confidentiality at all times.
- Advise Service Users of the complaints procedures (where appropriate)
- Participate in all training courses, including NVQ2 in Health and Social Care.
- Comply with legal requirements, National Minimum Standards; Health and Safety at Work Act, etc)
- Participate in meeting as appropriate and attend regular supervision sessions.
- Any other duties reasonably falling within the scope of the post.
- Be committed and promote Compassion Plus's Equal Opportunity and Anti Discriminatory Policies and Procedures in relation to both service provision and employment issues.

7. **Decision Making Authority:**

- To be responsible for any day to day decisions within the confines of the duties allocated and Job Description

8. Skills/Qualifications:

QUALIFICATIONS AND EXPERIENCE DESIRABLE: ·

NVQ Level 2 Health and Social Care · Have an understanding of the relevant Health and Safety Legislation for Movement and Handling. · Complete NVQ 2 within 2 years of course commencement if not qualified.

Skills/Qualifications: ESSENTIAL:

At least 1 year experience in working with people with learning disabilities and Autism • Able to speak English fluently. • Ability to work on your own initiative and prioritise your workload good listening and communication skills the ability to understand and follow policies and procedures good writing skills to fill in care plans. Organise activities. Engage service users in activities. Budgeting skills.

Desirable

NVQ Level 3 Health and Social Care. Have an understanding of the relevant Health and Safety Legislation for Movement and Handling. Able to drive and own a car. Company can provide a car • Complete NVQ 3 within 2 years of course commencement if not qualified. • Care Certificate.