Fountain Care Ltd
Loving Care Ltd
Caring for adults in your community

JOB DESCRIPTION

Job Title: **Support Worker**

Responsible to: **Registered Manager/Deputy/Assistant Manager/Senior**

Job Summary

1. To provide an individually tailored support service that enable the people we support to live their lives in their community as independently as possible by providing them with physical, practical, social and emotional support to meet their assessed needs.

2. To provide care and support, as necessary, at all times ensuring the maximum respect for the individual's rights and personal dignity.

3. To ensure that the policies and procedures of Loving Care Ltd are carried out effectively and sensitively.

Job Content

Service provision and development

1. To contribute fully, as a member of the team and to provide a high level of person-centred care and support to the people we support.

2. To enable the people we support in a person-centred way to promote their choices, dignity and independence.

3. To provide practical help and advice to the people we support with personal care and give personal care where necessary. This may also involve moving and handling.

4. To support people with their medication and where necessary administer medication, keeping accurate records at all times in line with Company policy.

5. To work with the people we support and other staff in the planning and implementing of individual skills training programmes.

6. To help the people we support adopt a healthy life style and to access the appropriate health care advice as per individual assessed need and accompany them on appointments as necessary.

7. To enable the people we support to identify, select, plan and access a whole range of leisure activities according to their personal choices and accompany them where necessary. This may involve pushing wheelchairs and driving where appropriate to do so.

8. To implement and monitor individual support plans, ensuring they are reviewed and updated as necessary.

9. During the course of daily work, to observe and record the behaviour of people we support and report any concerns to senior staff. To pay particular attention to issues of vulnerability and abuse.

10. To help the people we support plan the holidays of their choice, and accompany them on these holidays where necessary. This may involve travel overseas.

11. To help the people we support develop skills in independent living. This may involve menu planning, shopping, cooking with clients, cleaning and assisting them with their laundry and gardening.

12. To enable the people we support to manage their own money and keep all agreed records.

13. To support the people we support with any correspondence they may receive.

14. To enable and support the people we support to make social contacts within and beyond the learning disability community as they choose and accompany them as necessary.

15. To support the people we support to establish, develop and maintain relationships.

16. To support the people we support when they are either moving in or out of the service.

Administrative Duties

1. In consultation with senior staff prepare notes etc for the people we support reviews and attend reviews as necessary.

2. To liaise with external professionals outside of the Company to ensure that the needs of the people we support are met. This will include GP's, care managers etc.

3. Maintain case files and records at all times ensuring that confidentiality is maintained. Where necessary produce records in an accessible format.

4. To undertake correspondence and phone calls as required.

5. To handle the people we support money and petty cash in accordance with the Company procedure keeping full and accurate records. Reporting any discrepancies to senior staff.

6. To keep full and accurate records of care and support provided to the people we support.

7. To complete handover reports as required.

8. To complete and return monthly timesheets and any expenses claims as per Company procedure.

9. To maintain regular communication with other support staff to ensure a smooth handover at the start and end of shifts and the smooth running of the service.

Other Duties

1. To work shift duties as required to meet the needs of the people we support and cover sleep-ins. This will include working weekends and bank holidays.

2. To act as a keyworker and co-keyworker to individuals as directed by senior staff.

3. In conjunction with senior staff to be involved in the assessment of the people we support.

4. To attend staff meetings, training sessions, appraisal meetings and supervision sessions.

5. Carry out all employee health and safety requirements.

6. Be flexible in covering when there are emergencies.

7. To comply with and implement Loving Care Ltd's Equality and Diversity policy and all other operational policies and procedures.

8. Carry out other tasks as requested by senior staff within the organisation's aims and responsibilities.

Responsibilities and specific tasks may change depending on the needs, wishes and circumstances of the people we support.

This job description may be reviewed from time to time in order to provide for the needs of the people we support.

June 2017

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PERSON SPECIFICATION

Criteria on the Person Specification are coded with an E or a D in order to help people in filling in their application forms.

If a criterion is coded E, this quality is an essential part of the role and you must be able to demonstrate that you meet this particular criterion. If a criterion is coded D, this quality is Desirable and you do not have to meet this criterion, although of you do you can show this.

Experience and Knowledge.		
1.	Some experience (paid or unpaid) of working in a caring role.	**E**
2.	Some experience (paid or unpaid) of working with people with learning disabilities.	**D**
3.	An understanding and a commitment to equality and diversity in service provision.	**E**
4.	Experience of working with people with complex and challenging needs.	**D**
5.	Knowledge of confidentiality and how it applies to our work.	**E**
6.	Understanding of what it means to work in a person-centred way.	**E**
7.	NVQ 2 in Care or similar.	**D**
Skills and Abilities.		
8.	Ability to respond sensitively to people with learning disabilities.	**E**
9.	Ability to work unsupervised and to use own initiative.	**E**
10.	Ability to play an active role as a member of a team.	**E**
11.	Good communication and interpersonal skills.	**E**
12.	Basic numeracy skills.	**E**
13.	Ability to write clear reports and keep written records.	**E**
14.	Ability to produce reports, notes etc in accessible format.	**D**
15.	Ability to drive a vehicle.	**D**
16.	Ability to travel around the country using all means of public transport.	**E**
17.	Ability to accompany the people we support on holidays, including going overseas.	**E**
18.	To understand the importance of confidentiality.	**E**
19.	An understanding of the issues of vulnerability and abuse and how this affects adults with a learning disability.	**E**
20.	Able to carry out all aspects of physical support/care to clients.	**E**
21.	Able to follow instructions and written procedures.	**E**
22.	Able to participate in a variety of domestic and cooking activities.	**E**
23.	Able to write, develop and monitor support plans.	**D**
24.	Ability to be able to communicate with adults with learning disabilities in a variety of ways.	**E**

25.	Ability to work with the people we support to achieve desired outcomes.	**E**
26.	Able to work, shifts, weekends, bank holidays and sleep-ins.	**E**
27.	Able to cover shifts in an emergency.	**E**
28.	Good organisational and time management skills.	**E**
29.	Able to liaise with professionals, families etc.	**D**
Attitude.		
30.	An enthusiastic, flexible and positive approach to working with people with a learning disability.	**E**
31.	A commitment to providing quality user-led services as part of the personalisation agenda.	**E**
32.	A commitment to improving the quality of life and empowerment of people with learning disabilities.	**E**
33.	Commitment to using supervision and support.	**E**
34.	Commitment to undertake training and take responsibility for developing yourself.	**E**

June 2017