

## **5.7 JOB DESCRIPTION – SUPPORT WORKER GRADES 1, 2 & 3**

**Position:** Support Worker Grades 1, 2 & 3  
**Responsible to:** Management, Senior Support Worker

### **JOB SUMMARY**

1. To support the Service Users of who are adults with learning difficulties, in all areas of their lives.
2. To help promote a stimulating, caring and culturally appropriate environment for the Service Users.
3. To provide practical and emotional support to enable Service Users under the guidance of the Management team.
4. To work closely with Service Users, their families and representatives to implement all care plans agreed.
5. To lead shifts when most senior person on duty or as directed by Home Manager And Deputy Manager as detailed in Shift Leading Policy 1.11 of the Operational Procedures Manual.

### **MAIN RESPONSIBILITIES AND DUTIES**

#### **General Duties:**

#### **To participate in the full range of caring duties including:**

- a.) Helping Service Users with leisure interests and skill development inside and outside the home.
- b.) Domestic duties (washing, cleaning, cooking etc)
- c.) Listening to Service Users, including their feelings about any difficulties they may be having.
- d.) Providing personal care to Service Users enabling them to look clean and attractive.
- e.) Helping Service Users to keep their possessions and living areas clean, tidy and safe.
- f.) Helping Service Users to make informed choices.
- g.) Accompanying Service Users on holidays.
- h.) Implementing personal care plans set out for Service Users.
- i.) Assisting with day care activities.
- j.) Communicating with other staff about Service Users' needs/activities.
- k.) Recording Service User's needs/activities/behaviours in the home's diary system.
- l.) Facilitating regular Service User meetings.
- m.) To help ensure that each Service User's health needs are met including:
  - Liaising with medical services (e.g. GP, Dentist)
  - Ensuring the implementation of appropriate medication procedures.
- n.) Being a Keyworker for a Service User. This includes:
- o.) Being responsible for anticipating that Service User's needs and communicating these needs to other staff and professionals involved with that Service User.
- p.) Being involved in writing review reports and other reports as necessary for that Service User.
- q.) Being involved in review meetings concerning that Service User.
- r.) Being involved in setting up and implementing personal care plans for that service user.
- s.) To be involved in the selection, assessment, and admission of new Service Users with the Manager/Deputy.
- t.) To help new Service Users settle into the home.

u.) To deputise for more Senior staff in their absence.

**To help Service Users express their needs and have these met:**

- v.) Implementation of individual programme plans and their on going development.
- w.) Establishing good relationships with Service Users' relatives and advocates.
- x.) Co-ordinating reviews at least once a year for each Service User.
- y.) Ensuring up to date records are kept in Service Users files.

**Liaison and Administration**

- z.) To establish a good relationship with Service Users, friends, volunteers and advocates.
- aa.) To work closely and in a professional manner with other professionals, both within and outside
- bb.) the Home e.g. GPs, Consultants, Social Workers.
- cc.) To use communication systems effectively e.g. diary, log book etc, and verbally to colleagues.

**Team**

- dd.) To participate in staff meetings, training courses and supervision sessions.
- ee.) To be a constructive member of the staff team, e.g. to work to the guidance of the Home
- ff.) Leader/Deputy and work co-operatively with fellow workers and to use own initiative.

**Other Duties:**

- To participate in training as required.
- To act in accordance with all policies, e.g. Health and Safety, Admission Procedures, Fire Drill etc.
- To work in a way consistent with the principles of 'normalisation' and 'Equal Opportunities' i.e. to give each Service User practical skills and social status that are valued within their communities. To have anti-racist and anti-sexist work practices, which help Service Users value anti-discriminatory attitudes and behaviour.
- Driving the home's transport, if you have a clean driving licence.
- Such other duties as may be required.

**HOURS AND ANNUAL LEAVE**

- A flexible 24-hour rota system is worked including evenings and weekends. Night cover is provided with waking night staff and senior staff sleeping in.
- Holiday entitlement: 28 days holiday per year including statutory Bank Holidays.

**PLACE OF WORK**

- Support workers place of work will depend upon their allocated Home. But will be expected to travel within their area and other areas within the company.

**PERSON SPECIFICATION**  
**Support Worker Grade 1,2 and 3**



	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
1. Physical Makeup	Fitness to a level which permits personal mobility. Fitness and good health to a level which permits regular work attendance.	Good general health.
2. Attainments	Minimum of two years experience with this Service User group.	Knowledge of Care Sector. A good understanding of Health and Safety legislation. Good knowledge of IT NVQ II or similar
3. General Intelligence	Articulate. Ability to benefit from training. Understand and relay verbal and written information. Comprehend and apply the Employer's Equal Opportunities Policy and other Policies Good communication skills. Good reading, writing and numeracy skills. Good interpersonal skills.	Awareness of National Care Standards Act 2000 and other relevant legislation.
4. Special Aptitudes	Ability to work according to principles of 'normalisation' i.e. <ul style="list-style-type: none"> <li>• Enabling Service Users to develop independence skills.</li> <li>• Respecting and enhancing the Service User's social status.</li> <li>• Keeping information about Service Users confidential.</li> </ul> Ability to facilitate Service User's recreational needs, daily living skills, and promote their emotional well being. Ability to notice and act on changes in Service Users' health. Ability to promote the high standards of care. Able to balance mixed workload and prioritise. Ability to liaise with a range of people e.g. GPs, Consultants, Social Workers. Ability to work closely with Service User's families e.g. listening to their views, keeping them informed. Patience. Attention to detail. Clear Speech. Ability to support colleagues Ability to work according to Community Care Solution's policies e.g. Key worker systems, admission procedures.	Good domestic skills e.g. cooking and cleaning. Ability to carry out personal care tasks e.g. bathing and toileting.
5. Disposition	Strong Motivation to Work. Commitment to the Company. Able to work longer hours when required. Ability to work shifts, including evenings and weekends Ability to be a positive role model for other staff, e.g. by being supportive, flexible, constructive and reliable.	Applications are welcomed from staff who have clean driving licences.
6. Appearance	Well groomed, clean and tidy.	