

JOB TITLE: SUPPORT WORKER

REPORTING TO: Team Leader

JOB PURPOSE:

To work within a team to provide care and support services for adults with learning and/or physical disabilities, and/or complex behaviours; which aims to maximise the potential of individuals in line with ordinary life principles.

SKILLS / ABILITIES

Required:

- Proven ability to work on own initiative and as part of a team
- Knowledge and understanding of issues relating to people with learning disabilities
- A commitment to a service which provides support to vulnerable individuals, and which is respectful and according to the individuals' wishes
- Good communication skills (written and verbal). Ability to communicate effectively with people who use the service, colleagues, Managers and other persons with a legitimate interest in the Company
- Commitment to training and professional development
- Ability to support citizenship principles & valuing people principles

- Flexible and innovative approach to working
- Knowledge of support planning processes & risk management systems
- Understanding the Principles of Ordinary Living
- Decision-making and problem-solving skills

EXPERIENCE

Required:

- Experience of working independently & as a team; ideally with people with learning disability & complex issues
- Knowledge of empowering people

Desired:

- Specialist knowledge & qualifications
- Knowledge of total communication systems

Required:

- Good general education
- Working knowledge of health and safety issues
- Working knowledge of the relevant legislations



- Skills for care qualifications- NVQ Level 2 in social care (or must be willing to work towards and achieve minimum of Level 2 within a given timescale) Mandatory

Desired:

- Knowledge of regulatory framework of service
- Knowledge of therapeutic and non-aversive care models

Required:

- Satisfactory Disclosure & Barring service
- Self-motivation and flexibility
- Commitment to the aims & objectives of the service and of Green Rose Care
- Knowledge and commitment regarding Equality & Diversity
- A commitment to undertake training and professional development as required
- Honesty, reliability, transparent and trustworthiness
- Car driver

MAIN RESPONSIBILITIES:

Support & Care:

1. Work within the philosophies of Green Rose Care
2. Demonstrating an understanding and commitment to the rights & responsibilities of people with learning disabilities.
2. Facilitate and support the people who use the service in decision making, promoting choice and involvement giving full regard to initiatives aimed at promoting empowerment to the people who use the service.
3. Ensure peoples' individual needs are met through effective support planning and review. Review and monitor support plans & risk management plans.
4. Act as a Keyworker to an individual, taking on responsibility for specified areas of care and support. Ensure all the individuals' needs are met.
5. Support people to participation in social, leisure, educational and employment opportunities within the local community in line with citizenship principles.
6. Support people to access holidays and day trips of their choice.
7. Consistently apply non-aversive strategies developed in response to complex behaviours, and contribute to the review and development of any such strategies.
8. Interact and participate with the Individual in the development of self-help skills, supporting people to reach their potential and aspirations.
9. Encourage and enable people to maintain acceptable levels of personal and environmental hygiene.
10. Once trained, administer medication in accordance with Company policies and procedures, and ensure that medical emergencies are dealt with appropriately. Adhere to the medication policy at all times.
11. Ensure that personal property & clothing of the people who use the service is maintained to a high standard, reporting any requirements to the line manager.
12. Good, accurate record keeping and ensuring effective communication with all staff

members.

13. Liaise with other agencies / professionals as necessary, in consultation with the line manager.
14. Provide care and support as identified in reviews and support plans, as directed by senior staff members.
15. Take responsibility for running a shift.
16. Practice maximum integrity in all dealings with Individuals' personal and financial affairs, and avoid abuse of the privileged relationship that exists with people who use the service.

Communication:

17. Participate in all meetings as and when required.
18. Total communication systems

Training and Professional Development:

19. Maintain professional knowledge and competence.
20. Attend mandatory training days/courses, on or off site, as and when required.
21. Participate in relevant specific and relevant training as required.

Health & Safety:

22. Report immediately to the line manager, any illness of an infectious nature or accident incurred by an Individual, colleague, self or another.
23. Understand, and ensure the implementation of, Green Rose Care Health and Safety policy, and Emergency and Fire procedures.
24. Report to the line manager any faulty appliances, damaged furniture, equipment or any potential hazard.
25. Promote safe working practice.

General:

26. Assist in maintaining financial records in line with Company policies and procedures.
27. Carry out administrative tasks as required.
28. Share in the completion of domestic tasks to assist in the overall running of the environment. Share responsibility for shopping and preparing meals, and ensuring environmental hygiene is met through the completion of required cleaning tasks. These should not be done in isolation but should involve people who use the service.
29. Work in a team, contributing to effective team working and participating in reviews of service delivery standards.
30. Promote and ensure the good reputation of the Company.
31. Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
32. Notify the line manager, as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
33. Ensure the security of the environment is maintained at all times.

- 34. Adhere to all Company policies and procedures within the defined timescales.
- 35. Carry out any other tasks that may be reasonably assigned to you.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

PERSON SPECIFICATION

Job Title: Support worker, Personal Assistant

Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications	NVQ Level II or Higher in Health and Social Care or an interest in completing the above training or can demonstrate the equivalent skills and knowledge gained through work (paid/unpaid)	QCF Diploma in Health and Social Care	<ul style="list-style-type: none"> - Application form - Interview - Certificate
Knowledge	<p>Demonstrates an understanding of the values of supporting people with a learning disability and complex needs.</p> <p>Understands their duties and responsibilities under the Data Protection Legislations with regard to patient confidentiality.</p> <p>Can demonstrate basic IT skills</p>		<p>Application form/Interview</p> <p>Application form/interview</p>
Experience	<p>Experience of caring & supporting people with learning disability Working in a caring environment.</p> <p>Working as part of a team</p> <p>Working independently</p> <p>Knowledge of supporting people with a learning</p>		<p>Application form/Interview Reference</p> <p>Application form/Interview</p> <p>Application form/Interview</p>

	<p>disability</p> <p>Experience of updating electronic records</p>		
<p>Skills and Abilities</p>	<p>Can demonstrate a clear commitment to Green Rose Care values and can provide practical examples of where they have worked with:</p> <ul style="list-style-type: none"> - Integrity - Respect - Compassion - Accountability - Excellence - Teamwork <p>Works within a non-judgemental manner</p> <p>Can communicate effectively with a wide range of people including external consultants (e.g. CQC, Audit etc.)</p> <p>Has basic IT/keyboard skills</p> <p>Good report writing skills</p> <p>Ability to work under pressure</p>		<p>Application and interview Reference</p>
<p>Work Related Circumstances</p>	<p>Will work a shift rota system including night and weekends</p> <p>Support colleagues when undertaking de-escalation techniques</p> <p>Will need to engage people in using community facilities and amenities</p> <p>Will be able to cook</p> <p>Will be able to participate in household chores</p> <p>Will have to deal with bodily fluids</p>		

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How often?	For how long?	What weight is involved?	Any mechanical aids?
Will need to support colleagues whilst undertaking de-escalation techniques	As required			

Is the job holder expected to sit / stand in a restricted position?	How often?	For how long?	What activity is involved?
No	Every shift Weekly Monthly Less Often		

MENTAL EFFORT

Are there any duties requiring particular concentration? – Please detail.	How often?	For how long?
Observations & engaging people who use the service	Every Shift	

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances? – Please detail.	Direct / Indirect exposure	How often?
Dealing with people who may display complex behaviours	direct	Regular

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions? – Please detail.	How often?
Direct contact with people who may display complex behaviours, possible contact with human waste	Depends on specific support needs