

PJ34 - Job Description - Support Worker

VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title:	Support Worker
Reports to:	Deputy Manager
Job Overview: (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)ca	<p>To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Deputy Manager</p> <p>To support and enable Service Users to maintain skills and personal interests whilst delivering person-centred care unique to the Service User</p> <p>To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge</p>
Location:	The Service User's home.
Working Hours:	Varying shift patterns as agreed with the Manager/Deputy Manager.

Responsibilities and Duties of the Job	
Role Specific Duties:	<p>Ensure Service Users are at the heart of care delivery and their wishes and preferences enhance their wellbeing</p> <p>To support Service Users with all aspects of their day to day living, enabling them to enjoy the best possible quality of life</p> <p>Most of the employee's work will be alone with the Service User in their home</p> <p>Compassion, good communication skills and a calm and caring manner are essential for this important role</p> <p>Ensure Care Plans and other information about how to support Service Users are followed</p> <p>Be responsible for informing the management of any changes in the needs of Service Users</p>
Working with Others:	<p>Develop effective working relationships with other employees</p> <p>Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for people</p> <p>If desired by the Service User, maintain and develop relationships with family, friends and other people important in their life</p>
Leading by Example:	<p>Seek opportunities for personal and professional growth</p> <p>Be a role model for other Support Workers and be an ambassador for the service</p> <p>Be professional, polite and reasonable at all times</p>
Personal Responsibilities:	<p>Commit to achieving the relevant qualifications commensurate with the role</p> <p>Attend statutory training and any other training as directed by management</p> <p>Understand and follow all policies and procedures relevant to the role</p> <p>Be open to learning opportunities</p>

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Person Specification

Specific Requirement for Qualifications	Essential	Desirable
Good English - Written and verbal	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>
RQF in Social Care	<input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>

Specific Requirement for Skills	Essential	Desirable
Proficient Written Skills		
Maintain all Care Plans/care records in accordance with Carich Care Limited policy	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>
Leadership Skills		
Ability to induct and orientate new employees to the job role Provide Service Users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom, as dictated in their Care Plan Communicate any problems, concerns or changes to Service Users' family members as needed	<input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>
Communication Skills		
Support Workers must build rapport with people by establishing personal connections and showing interest in their lives Support Workers must be able to communicate effectively with Service Users Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of Service Users	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>
Problem-Solving Skills		
Support Workers need to be able to adapt and address situations quickly Plan, develop, implement and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection	<input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/>

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Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working in domicillary care	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/>
Previous experience of working in similar role	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/>
Experience of working with Service Users, in particular, those that may have additional support needs	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/>

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Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> Involve Service Users, family, external agencies & colleagues Speak up when things go wrong
Respect and Dignity	<ul style="list-style-type: none"> Understand person-centred care and can demonstrate treating people as individuals and respecting choices Promoting independence and encouraging appropriate risk taking
Everybody Counts	<ul style="list-style-type: none"> Ensuring no one is discriminated against or excluded Understand human rights and impact on care delivery Facilitating people to 'speak up' about concerns and acting upon them
Commitment to Quality of Care	<ul style="list-style-type: none"> Striving for quality in everything we do recognising and understanding what quality in care means for people using the services Being accepting about criticism and focusing on improvement Being open to new opportunities for learning and identifying the limits of skills and knowledge
Compassion	<ul style="list-style-type: none"> Treating people with kindness Understanding the importance of empathy in all areas of employment Understanding the values of others and always providing a caring service
Improving Lives	<ul style="list-style-type: none"> Focus on how things could be done better and sharing ideas Understanding of wellbeing and what is important to people using the service Improving outcomes for people Ensuring appropriate services are provided for people using the services

Key Lines of Enquiry Table

Key Line of Enquiry (KLOE)	Supporting
W2 - Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	✓