

Job Description: Support Worker

Job Title: Support Worker
Reporting to: Team Leader
Location: As designated

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1.0 Purpose

The primary purpose of a Support Worker is to deliver a high quality service in accordance with the organisation's strategic objectives, policies and procedures and those of the Care and Social Services Inspectorate for Wales (CSSIW).

This role reports directly to the Team Leader.

The Support Worker has a responsibility and is contractually obliged to ensure they adhere to the Elliots Hill Care Ltd Staff Handbook and Care Council for Wales code of practice.

This job description details the key responsibilities of the role. However, it is expected that you will undertake additional tasks and take on additional responsibilities, appropriate to the role, in order to support the delivery of care and the business activities of Elliots Hill Care Ltd as directed by the line manager and the Senior Management Team.



2.0 Role Responsibilities

2.1 Customer Care

- 2.1.1** To maintain a caring environment for customers through high standards of professional practice that are conducive to the physical, emotional, social, intellectual and spiritual needs of the customer.
- 2.1.2** To ensure that each customer receives care appropriate to their individual need as dictated by the care plan and inform the Team Leader of any changes / improvements that could be made.
- 2.1.3** To ensure that customers' medications are administered as prescribed by the appropriate professional and recorded as required.
- 2.1.4** To contribute to the assessment of the needs of individual customers and to the formation of programmes to meet those needs. These programmes will include educational, social, vocational, physical, life skills and therapeutic activities. Support Workers are to support these activities and assist in recording and evaluating them.
- 2.1.5** To ensure all verbal and written complaints are reported to the Team Leader promptly and accurately in line with the complaints policy.
- 2.1.6** To ensure that all necessary records are complete, accurate, legible, filed and available for inspection by authorised persons when required.
- 2.1.7** To maintain a safe environment for customers in conjunction with Elliots Hill Care Ltd policies and procedures, including the Fire and Health and Safety regulations. To adhere to all control measures implemented as part of the risk assessment process.
- 2.1.8** To support other team members in developing an ethos that reflects customers' individual needs and that celebrates their individual differences and diversity, in accordance with equal opportunities legislation. To respect the customers dignity and rights of privacy as far as possible.
- 2.1.9** To attend internal and/or external case conferences, reviews and meetings as required.
- 2.1.10** To use only prescribed Positive Behaviour Management (PBM) techniques when carrying out physical interventions or removal of customers from potentially difficult and/or hazardous situations.
- 2.1.11** To undertake waking nights as required and/or sleep-over duties.
- 2.1.12** To ensure high standards of care practice are maintained throughout the service, it will be necessary to undertake a range of normal domestic, self-care and/or social skills tasks with customers, which may include: cooking; cleaning; washing; ironing; vacuuming; personal care and driving vehicles.
- 2.1.13** To carry out customers' personal care as required.

2.2 Administration

2.2.1 To carry out delegated administrative functions as and when required. These may include:

- 2.2.1.1 Customer's case records;
- 2.2.1.2 Financial records – including customers' personal money, clothing allowances, petty cash;
- 2.2.1.3 Medication records;
- 2.2.1.4 Vehicle checks;
- 2.2.1.5 Safety checks;
- 2.2.1.6 Other relevant functions;
- 2.2.1.7 Accurate completion of timesheets as required within the specified time

2.2.2 Maintain confidentiality for all areas of Elliots Hill Care Ltd, its staff and work. The nature of the work within the service entrusts people with confidential information about customers their families/support workers and staff. Any breach of confidentiality will constitute gross misconduct.

2.3 Staff Development

2.3.1 To undertake appropriate professional training and development.

2.3.2 Participate in regular Supervision sessions with your Line Manager.

2.4 Quality Management

2.4.1 To work with the Quality Audit team to implement the quality assurance systems, procedures, policies and practices necessary to meet the required standards and regulations.

2.4.2 To assist with managerial spot checks, including out of hours, as dictated by the Registered Manager.

2.4.3 To ensure that all potential and actual issues and hazards are reported to the appropriate authority and Team Leader promptly, accurately and in writing.

2.5 Financial Management

2.5.1 To adhere to company policy on customer finances.

2.5.2 To monitor day-to-day expenditure within specified budgets.

2.6 Place of Work

2.6.1 In conjunction with the Team Leader, ensure the maintenance and security of the place of work in order to comply with regulations and standards of CSSIW, fire safety, environmental health, infection control, building control, planning and health and safety.

2.6.2 To report any hazards to the Team Leader

2.7 Business Development

2.7.1 To assist with introductory visits and meetings for prospective customers to enable them to make informed choices and decisions about the service suitability. All in order to evaluate whether or not the service is able to meet their personal care needs.

2.7.2 Co-operate with all Elliots Hill Care Ltd staff in maintaining good relationships with outside agencies and the general public in order to uphold Elliots Hill Care Ltd image and win increased support for its work.

2.7.3 Promote a positive image of customers with unique care needs and the service at Elliots Hill Care Ltd.

2.7.4 Ensure that your conduct at all times does not conflict with professional expectations of Elliots Hill Care Ltd as laid down in the Elliots Hill Care Ltd hand book and Care Council for Wales Code of Practice.



3.0 Person Specification: Support Worker

3.1 Education:

You will ideally hold:

- NVQ 2 Social Care
- Level 2 Diploma in Health & Social Care (Adults)
- Or be committed towards achieving one of the above within 18 months of employment

3.2 Skills:

- Driver - Desirable.
- Welsh speaker – Desirable

3.3 Experience:

- Experience of person centred planning, supported living and challenging behavioural needs - Desirable

3.4 Competencies:

3.4.1 Job Knowledge

- The ability to perform role responsibilities, demonstrating an understanding of technical, administrative and organisational requirements effectively applying knowledge and experience.

3.4.2 Managing the Service (Work Effectiveness)

- The ability to accept responsibility for all aspects of the role.
- The ability to ensure deadlines are met, anticipating and planning ahead.
- The ability to make sound and practical decisions which deal effectively with issues and are based on thorough analysis and diagnosis.

3.4.3 Communication

- The ability to communicate clearly, accurately and concisely, orally and in writing, to listen, comprehend and to check understanding.
- The ability to present ideas and information clearly and succinctly to superiors and peers.
- The ability to request clarification when needed.

3.4.4 Effective Teams

- The ability to work effectively as part of the team to achieve objectives.

3.4.5 People Management

- The ability to create and maintain open and constructive relationships with others, to listen carefully, respond helpfully and be sensitive to their needs.

3.4.6 Customer Focus

- The ability to look after the interests of all customers, internal and external (customers and their families, regulating and purchasing authorities) to ensure their wants, needs and expectations are met or exceeded.

