

SYCAMORE COURT

JOB DESCRIPTION AND PERSON SPECIFICATION

SUPPORT WORKER RESPONSIBLE TO CARE & SUPPORT MANAGER

1. Principle Responsibilities

To work in accordance with the legislative and regulatory requirements of CSCI and the Association's policies and procedures.

2. Specific Responsibilities

- ❖ To help create and maintain care and support that emphasises the development of each resident's potential for ordinary home life.
- ❖ To aid and assist residents as necessary in all aspects of their lives in which they need assistance, giving proper regard to residents' rights, self-respect, cultural needs, emotional and physical care. This will include some cooking, cleaning, shopping and other duties of a domestic nature.
- ❖ To provide personal care to the individual as required to maintain a high standard of personal hygiene .
- ❖ To be responsible for keyworking residents, ensuring that care/strength plans are set and implemented with the resident.
- ❖ To be responsible for ensuring residents person centred planning files are up to date.
- ❖ To ensure that residents' notes are maintained weekly.
- ❖ To ensure that residents' care/strength plans are reviewed on a regular basis with the resident and Care Home Manager.
- ❖ To ensure that residents' risk assessments are in place and reviewed on a regular basis.
- ❖ To attend residents' day centre / college / work placement reviews as required.
- ❖ Accompany residents to the doctors, dentist, chiropody and hospital appointments as required.
- ❖ To ensure that all medication is stored and administered in accordance with the set policy.
- ❖ To order repeat prescriptions as required.

- ❖ To assist residents with any financial transactions.
- ❖ To liaise with colleagues within the Association and other outside professional agencies, families, friends and volunteers as required.
- ❖ To participate in the staff duty rota including sleep-in duties to achieve 24-hour cover throughout the year.
- ❖ To encourage and actively support any activities organised by or on behalf of the residents, including accompanying residents on day trips and holidays.
- ❖ To act as Duty Officer as depicted on the duty rota.
- ❖ To be responsible for completing petty cash vouchers and reimbursement forms as required.
- ❖ To maintain a safe environment at all times.
- ❖ To report any maintenance problems to the Care Home Manager, Assistant Manager or Duty Officer.
- ❖ To carry out fire alarm / generator tests as required.
- ❖ To report any health and safety issues to the Care Home Manager, Assistant Manager or Duty Officer.
- ❖ To attend staff meetings and supervision sessions.
- ❖ To carry out any other appropriate duties as considered to be necessary by the Care Home Manager.
- ❖ To support new staff during their induction period.
- ❖ To undertake training to ensure the required level of competence for the role.

3. Competencies

Education / Qualifications

The postholder will have a good standard of general education (O'Level/GCSE) and ideally a relevant professional qualification.

Experience

It is desirable that the postholder will have previous experience in a residential setting, preferably with people with learning difficulties.

Previous experience of working with care/and support plans within a needs led service would be an advantage.

Skills

The postholder will display a caring and sensitive approach with proper regard for residents' rights and self-respect and the ability to demonstrate empathy.

Previous experience of Makaton would be an advantage.

A full driving licence with access to a car with business use insurance is desirable .

Knowledge

The postholder will have a clear understanding of the principles of normalisation and knowledge of care legislation.

Previous experience of financial and administrative procedures would be an advantage.

4. Common Responsibilities

The following common responsibilities apply to all staff of the Association:

- ❖ Be conversant with, and follow, all the procedures, policies and standards that apply to you in your day-to-day work.
- ❖ Always safeguard the Association's reputation and work to improve our image both in and away from work.
- ❖ Treat with respect any Association equipment that you use in the course of your work. Ensure that any equipment you use is maintained in good order and kept secure.
- ❖ Respond quickly and effectively to customer requirements (both internal and external) and have respect for their needs at all times.
- ❖ Always look to improve the service you can offer to your customers.
- ❖ Ensure that the resources available to you are used cost-effectively.
- ❖ Be accountable for your actions and decisions and carry out your duties responsibly.
- ❖ Keep up-to-date with new developments and activities that relate to your work.
- ❖ Identify and reduce ineffective time within your work.
- ❖ Identify and reduce ineffective time within your work and your department.
- ❖ Produce work of an acceptable quality within agreed timescales.
- ❖ Always work in a safe and responsible way ensuring that safety procedures are followed and that you do not endanger yourself or others.

5. Common Behaviours and Value

The following common behaviours and values apply to all staff of the Association:

- ❖ Teamwork: none of us work in isolation; we must be willing to share knowledge, time and experience with colleagues. We must listen to and consider the views of other team members.
- ❖ Integrity: we must be honest with others and ourselves.
- ❖ Confidentiality: we must deal confidentially with others when required to do so.
- ❖ Openness: we must be willing to discuss problems with an open mind and be prepared to give and receive feedback.
- ❖ We must be open to new ideas and arguments.
- ❖ We must care for our customers, both internal and external, and also for our colleagues and organisation.
- ❖ We must treat others with courtesy and respect and show tolerance to those whose opinions differ from our own.
- ❖ We must carry out our work with enthusiasm and direct all our efforts at achieving the organisation's goals.
- ❖ We must all seek to develop ourselves, acquiring new skills appropriate to the needs of the organisation.
- ❖ We must be punctual at all times and strive to minimise absence from work.
- ❖ All of our work must be underpinned by our commitment to equal opportunities.

SUPPORT WORKER SPECIFICATION

| <u>COMPETENCIES</u> | <u>ESSENTIAL</u> | <u>DESIRABLE</u> |
|--|---|---|
| Knowledge of client group | | At least one year of working with the client group or experience of working in a residential and or community setting . |
| Minimum Age 21 | Applicants must be over 21 to comply with the legislative requirements | |
| Planning and organisation | Ability to work on own initiative . To plan and organise own work | |
| Internal and external communication | Excellent communication skills, both verbal and written. Ability to liase with residents, relatives and other agencies. | Knowledge and ability to sign Makaton. Ability to communicate by implementing signs, symbols and pictorial aids. |
| Qualifications | To be willing to fulfil the necessary training requirements. | NVQ Level 2 / 3 and LDAF |
| Technical / practical skills and knowledge | Understanding of the needs of clients with a learning disability and to display a caring and sensitive approach, giving proper regard for clients rights. | Awareness of health & safety and how its applied in a residential setting. |
| | Experience of setting and implementing and reviewing care / support plans within a needs led service. | Knowledge of person centred planning. |
| | Experience of undertaking risk assessments, implementing and reviewing. | |
| | To have a clear understanding and knowledge of CSCI legislation. | |
| | To have a full driving licence with access to a car with business use insurance . | |
| | Previous experience of financial and administrative procedures. | |
| Equal opportunities | Ability to recognise discrimination, commitment to equal opportunities . | |