

## Job Description

<b>Job title</b>	Support Worker	<b>Job family</b>	Priory Adult Care
<b>Reporting to</b>	Service Manager	<b>Job code</b>	
<b>Location</b>	Site specific	<b>Evaluation Date</b>	February 2017

### Job Purpose

To provide the highest standard of person centred support and care to the people who use our service, maintaining dignity and respect, enabling them to lead as independent lives as possible and realise their potential whilst ensuring own actions and behaviour comply with corporate policy and local procedures, statutory regulations and quality standards.

### Responsibilities

#### Quality

1. Ensure that the people who use our service have any personal needs or requirements met; including personal care, participation in activities and support with daily living tasks.
2. To support people who use our service in achieving their outcomes in the way that they choose.
3. Complete daily administration including updating person centred support & care plans, updating charts and completing accurate daily notes.
4. Maintains professional relationships whilst developing a good rapport with the people who use our service, their family, colleagues, visitors and other stakeholders.
5. Through own professional behaviour, including adhering to policies and procedures, contributes to the maintenance of safety, security and confidentiality standards.
6. To undertake keyworking responsibility for individual service users, supporting the individual to plan goals and personal outcomes and ensure that these are comprehensively documented and reviewed.

#### Innovation

7. The role holder should have a flexible and innovative approach to their work and be able to facilitate and support service users in decision making, promoting choice and involvement at all times.

#### Value

8. The role holder should present the service in a positive light and should be proactive in making suggestions for how to improve the service.

## Knowledge / Education / Skills

### Essential

- Basic numeracy skills
- Basic literacy skills
- Willingness to work towards an Diploma/SVQ 2 in Health and Social Care

### Desirable

- Diploma/S/NVQ2 in Health and Social Care
- Knowledge and understanding of the needs of people with learning disabilities, autism, dementia, Prader-Willi Syndrome or a mental health condition.

## Experience

Previous experience in a care or supported living role is desirable, but not essential.

## Communication

Communication and personal interaction is a key feature of this role and may include the provision of support to people who use challenging behaviour as a way to communicate their needs and frustrations or who use alternative communication methods such as pictures and signing systems. This role also requires participation in and promotion of a team approach at all times, with positive and constructive working relationships for the benefit of the service user. To contribute both verbally and in writing to service user reviews and support planning.

## Responsibility

### Staff

Provides advice and guidance to less experienced staff undertaking similar duties.

### Budgets & equipment

Responsible for the correct handling of petty cash and administration of medication in accordance with policy and procedure where applicable and as required. Collective responsibility for the care and security of equipment and consumables on site.

### Informatics

Responsibility for the accuracy, security and confidentiality of service user records.

### Working Environment

The problems faced by many service users may present challenging situations, which may increase the physical, sensory and emotional demands of the role.

### Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
Being a Family	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
Acting with Integrity	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
Being Positive	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>
Striving for Excellence	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>