

Job Description

Job title	Support Worker	Job family	Craegmoor
Reporting to	Service Manager	Job code	SS/019
Location	Various across division	Evaluation Date	08/02/2013

Main 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.

Key Accountabilities

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 & Skills

NVQ2 in Health & Social Care or related area or equivalent or higher recognised qualification. GCSE or NVQ2 in English and Maths. N.B. It is not anticipated that all new recruits to the role will have NVQ2 qualification but will commence the attainment process within six months of joining and will have a specific time period in which to qualify.

Experience

Experience of working in a related environment is desirable.

Autonomy & Impact

The nature of the work involves a combination of directed activities within established procedures and situations requiring flexibility, organisational and negotiating skills dealing with the people who use our service in one to one situation away from immediate colleague/management support. Unusual, complex or difficult situations are addressed and reported, referring to a senior colleague as appropriate.

Intelligent Problem Solving

The role involves a combination of well-defined duties with ready access to senior staff, as well as situations where lone working requires flexibility, resourcefulness and immediate problem solving and decision-making.

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.

Communication & Interaction

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.

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.

Special Features

The role holder will be expected to undergo certified training and refresher courses in a range of areas including Adult Protection, Physical Intervention, Behavioural Management, first aid, fire prevention and Health & Safety at Work and other specialist training related to the location.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	2	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
		<ul style="list-style-type: none"> ✓ Double checks accuracy of own and work of others ✓ Carefully monitors and checks the accuracy and quality of others' work ✓ Values the input and expertise of colleagues ✓ Keeps clear, detailed records and files
Innovation - Being forward thinking and thought leaders	2	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
		<ul style="list-style-type: none"> ✓ Proposes new services to regional management, taking into account the local needs of the area ✓ Assists and supports regional management with developing and implementing these new services
Value - Due to transparency and flexibility	2	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services
		<ul style="list-style-type: none"> ✓ Regularly reviews services and price points adjusting where appropriate ✓ Adjusts prices in line with demand for services