# JOB DESCRIPTION

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| **Job Title** | **Support Worker** |
| **Service/Dept.** | |
| **Responsible to** | Service Manager |
| **Main purpose** | To provide care and support personalised to each Service User in line with their Care Plan. |
| **Scope of the job** | Works within the team to provide individual high quality person-centred care to Service Users, supporting each to reach their optimum potential (hopes and dreams). |

## Principle Tasks

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| **Service** | Competencies - Planning & managing resource<br>- Customer orientation |

- Engages with and follows individual Service User Care Plans ensuring individual, personalised support is provided in line with needs and goals.
- Updates Service User Care Plans and risk assessments with accurate and relevant information in a timely manner to ensure a person-centred approach focussed on the individual's changing needs adapting practice accordingly.
- Uses Regard templates and processes to capture information and maintain Service User files.
- Undertakes identified goal-oriented activities and care for each Service User, actively working to support the achievement of Service User aspirations and deliver meaningful outcomes.
- Offers and presents options to support and empower Service User choice reflecting the importance of appropriate positive risk taking in line with their Care Plan and goals.
- Responsible for the capture of outcome information and data, using Regard documentation and processes e.g. activity planners, daily records, key worker review/month review templates, to support the key worker/monthly review process, discussions with commissioners and with families/carers.
- Completes specific, delegated tasks to deadlines and quality standards in line with Regard policies and procedures reporting back to the Senior and/or Service Manager as agreed.
- Provides key worker support, regularly reviews Service User information in line with policy and provides information to the individual, their significant others & external care professionals.
- Act as advocate for the Service User during formal meetings and situations as required.
- Works in partnership with colleagues, appropriate family, friends, others significant to the individual and care professionals to support each individual Service User.
- Dealing with issues, comments and complaints about service delivery in line with policy and process.
- Ensures Service Users are safeguarded by working within internal policies, medication management systems, staff handbook, all relevant external regulatory requirements (CQC, CSSIW, OFSTED etc.)
- Responsible for your own, Service User and site visitor health and safety (H&S) at all times.
- Works within Regard policies and procedures and relevant regulation at all times.

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| **Self** | Competencies - Being an effective role model<br>- Maintaining composure and quality of work life |

- Works in a way that reflects Regard's Vision, Mission and Values, promotes best practice.
- Uses initiative, does what is needed without being asked, and follows through, taking

accountability for self and Service Users.

- Understands confidentiality and able to apply this appropriately to daily working practice.
- Develops good working relationships with colleagues in the Service and wider organisation and demonstrates effective team working.
- Attends 1-2-1, team and other external meetings in line with the role and as requested.
- Adheres to working hours required, demonstrates flexibility to ensure the Service is covered.
- Takes personal development seriously, completes mandatory and specific training to deadlines.

| **People** | Competencies - Influencing people and events<br>- Creates team spirit |
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- Actively participates in team and other meetings attended, sharing relevant information.
- Reports concerns and important matters to line management in a timely manner.
- Presents the Service and organisation in a positive and professional manner at all times.
- Actively participates in the supervision and annual individual review processes.
- Supports new team members.

| **Change** | Competency - Manages change positively and effectively |
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- Supports change being made within the Service, raising concerns appropriately.

**Role specific**

*For example, add Children/Young People or ABI or individual Service specific information here…*

**General**

This job description is representative of the duties and expectations of the role. It should be read in conjunction with Regard's Performance Management Framework competencies. In addition to the above all duties must be carried out to comply with:

a. Notification of accidents and other H&S requirements
b. Statutory legislation
c. National and local policy and codes of good practice.
d. Fire precautions
e. Equal opportunities.

The post holder is also expected to undertake any other reasonable tasks as requested by line management on behalf of the organisation.

Acts as Designated responsible person on shift as required.

Provides support/cover to the Service, and other Services, as requested.

Is responsible for their own health and safety and that of anybody whom their actions or omissions may affect.

This job description will be reviewed and updated via the annual individual review process to reflect any changes.

**Signed:** **Date:**

……... ……..
(signature of person compiled by)

……. ……..
(signature of job holder)

# PERSON SPECIFICATION

| Job Title | Support Worker | Service/Dept. | |
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| Qualities | Essential | Desirable |
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| **Qualifications** | Willingness to achieve NVQ/QCF attainments in line with regulation | NVQ/QCF2 or 3 in Social Care Awareness or equivalent |
| **Attainment** (list as required) | Good basic numeracy & literacy<br>Proficient in IT; word, outlook, internet | |
| **Competency area** | **Essential** | **Desirable** |
| **Service** | Willingness to participate in a wide range of Service User activities in the Service and community<br>Willingness to provide a range of care relating to individual care plans including personal care.<br>Ability to work within policy, process and systems of work e.g. medication management | 6 months experience in similar role<br>Experience working with non-verbal communication methods<br>Experience of working with people with different needs and levels of complexity<br>Full driving licence to transport Service Users in the community |
| **Self** | Professional manner and presentation<br>Good spoken and written English/Welsh, ability to record information accurately<br>Reliable and punctual<br>Flexibility to work irregular hours e.g. early morning, evening, weekends, sleep-ins and on-call arrangements<br>Ability to use own initiative and to multi-task<br>Ability to work well in a team<br>Ability to manage own stress levels | Proven ability to problem solving |
| **People** | Ability to communicate tasks effectively<br>Experience of working within policies and regulatory requirements<br>Ability to managing conflict | Experience of managing a team<br>Experience dealing with poor performance and behaviour |
| **Change** | | Experience working in a changing environment |
| **Other** | | |
| Willingness to travel | | |

CHILDREN'S SERVICES:

Children's residential care workers appointed after 1st April 2014 much achieve or hold the Level 3 qualification within two years of the date they started employment. A care worker already in post before 1st April much achieve the qualification, at the latest, by 1st April 2016.