



<b>Job Title</b>	<i>Support Worker Days/Nights (including Bank Support Worker)</i>
<b>Responsible to</b>	<i>Senior Care Worker, Team Leader</i> <i>House Manager, Deputy Manager</i> <i>Registered Manager</i>
<b>Responsible for</b>	<i>N/A</i>
<b>Key Internal Contacts</b>	<i>All staff within the Service</i> <i>Staff in the Clinical Team</i> <i>Staff in other Services in the Region</i> <i>Central Office Staff</i>
<b>Key External Contacts</b>	<i>Service User relatives, advocates and others,</i> <i>Placing Authorities and Service Providers,</i> <i>Regulatory Authorities,</i> <i>Local services – statutory, voluntary and community,</i> <i>Neighbours</i>

**JOB PURPOSE**

To provide the highest quality of care and support as part of a care team to adults we support (those with mild to severe learning disabilities) in accordance with Company policies, procedures, practices and the standards set by the Regulatory Body. To provide the agreed support to meet physical, social, emotional, and personal care needs, providing a comfortable home where those we support feel valued, happy, secure and become active citizens within their community.

**KEY TASK AREAS & RESPONSIBILITIES**

**Service Specific**

- Participate in the rota for care of Service Users (as defined by the service e.g. Young People/Young Adult) as part of the care team and undertake tasks including:
  - Personal care
  - Organising and participating in appropriate activities for Service Users
  - Domestic duties including laundry
  - Transporting Service Users to appointments/activities when required
- Support the Service Users in the implementation of an individual programme for their life skills/key skills/ independence skills and leisure in their home and the community

- Support the Service Users within the home in accordance with their personal/pathway/placement plans and the policies, procedures and practices of the home
- Make and ensure that accurate and appropriate entries are made in Service Users records and record as necessary, strictly in accordance with Company and local policies and procedures
- Safeguard all Service Users within the home and ensure their safety and wellbeing
- Administer medication in accordance with the standards set by the Regulatory Body and the policies and procedures of the home
- To work with relevant internal staff to ensure that medication for Service Users is ordered as required
- Work with and manage challenging behaviour, enabling Service Users to develop from needing external control to developing self-control.
- Organised and participate in appropriate activities and enable Service Users to take part in a wide variety of activities
- To undertake duties to include driving, laundry, cleaning and cooking (as required) to ensure that the Service User's needs are met
- Work with the team and managers to ensure that referrals and applications are made as and when necessary and within the set time frames e.g. Safeguarding, Deprivation of Liberty
- Ensure that all Service User personal financial transactions are recorded and administered in accordance within individual agreement, company and Regulatory body policies and procedures
- Work positively and effectively with relatives, advocates and others involved with the Service Users
- Take on specific tasks related to the day-to-day administration and organisation of the home
- To be flexible with working hours as required to include weekends, bank holidays and sleep-ins to ensure the service is covered at all times

### General

- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed.
- Exercises vigilance in respect of Health and Safety and promptly report all hazards and/or remedying them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others.
- Operates at all times in accordance with company policies and procedures, with particular reference to Safeguarding, Whistleblowing, Complaints and Representations and Behaviour Policies.
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body.
- Work to promote the service as a valued, professional asset within its community and also to promote a culture that individuals and staff conduct themselves at all times in a manner that reinforces this image.
- Ensure that all actions are in the interests of the Adults we support and the Company.
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices.
- To carry out any other reasonable and relevant duties as required by the organisation.



### **Managing Own Performance & Development**

- Contributing to the overall ethos/work/aims of the company
- Appreciating and supporting the role of other professionals
- Attending relevant meetings as required
- Participating in training and performance management as required
- Achieve challenging professional goals
- Take responsibility for your own professional development

### **Health & Wellbeing**

- Be aware of the current legal requirements, national policies and guidance on the safeguarding and promotion of the well-being of young adults
- Know how to identify potential abuse or neglect and follow safeguarding procedures
- Know how to identify and support the adults we support whose progress, development or well-being is affected by changes or difficulties in their personal circumstances, and when to refer them to colleagues for specialist support.

### **Team Working & Collaboration**

- Work as a team member and identify opportunities for working with colleagues and sharing the development of effective practice with them

*The above serves as a guide and is not exhaustive; all staff are expected to undertake other duties and projects as may be reasonably required by the Registered Manager / Operations Manager or Regional Director*



**PERSON SPECIFICATION**

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of work with autistic spectrum disorders and / or challenging behaviour		✓
Experience of work within in a residential setting		✓
Experience of working shift patterns		✓
An understanding of the variety of care needs of adults in care		✓
To understand the rights of people with a learning disability		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Ability to work independently or as part of a team	✓	
Effective communication skills, verbal and written	✓	
Ability to record information accurately	✓	
Good organisational skills	✓	
Ability to maintain confidentiality	✓	
Commitment to working positively with families and others	✓	
Flexibility and willingness to work a shift system including weekends & bank holidays	✓	
Ability to deal with complex and challenging behaviour	✓	
A genuine regard and respect for this client group	✓	
Ability to demonstrate empathy	✓	
Basic IT skills	✓	
<b>Qualifications &amp; Training</b>	<b>Essential</b>	<b>Desirable</b>
NVQ Level 2 Diploma in Health & Social Care (Adults) or equivalent		✓
Willingness to work towards NVQ Level 2 Diploma in Health & Social Care (Adults) and other relevant qualifications as required	✓	
Undertake relevant group induction training on commencement	✓	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Commitment to the values of the Organisation	✓	
Driving licence and access to a car		✓