

## JOB SPECIFICATION

**POST TITLE:** Support Worker

**RESPONSIBLE TO:** Deputy Manager

**REPORTING TO:** Residential Care Home Manager

### **JOB DESCRIPTION**

#### **PURPOSE AND SUMMARY OF JOB:**

To support other members of staff in the provision of care; ensuring residents retain as much of their dignity and individuality as possible as well as being involved in the general activities of the Service / Unit.

#### **MAIN DUTIES AND RESPONSIBILITIES:**

1. Promote and ensure the good reputation of the unit. To maintain and demonstrate positive attitudes towards residents, their families, staff, visitors and others.
2. Support residents who need assistance with independent living skills/ personal hygiene encouraging independence.
3. To demonstrate non-discriminatory practice in all aspects of work.
4. Assist residents who have limited mobility or physical / learning difficulties, making the best use of aids provided.
5. Carry out any levels of observation as directed by the Deputy Manager and Home Manager.
6. Under the supervision and guidance of trained Staff, care and report on the well being of residents.
7. Read care planning needs for residents and complete written daily records as instructed by trained Staff.
8. To support the development of the process, practices and delivery of My Path.
9. Assist in framework of social activities by interacting with residents and helping them continue with hobbies and activities in the Home and the community.

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10. Answer Nurse Call System (where applicable), giving assistance as required, as well as answering the door and telephone appropriately.
11. Carry out regular checks on residents at intervals determined by trained Staff.
12. Closely monitor Residents who may be confused and / or have behavioural problems due to learning difficulties/ mental health needs. To assist in de-escalation or Management of Violence and Aggression as required.
13. Make visitors welcome and give them refreshments and any assistance they may require.
14. Support/encourage residents to change beds, ensuring that rooms are clean, tidy – Activities of Daily Living.
15. Clean and maintain equipment used by Residents / Relatives; i.e. wheelchairs, hearing aids, spectacles, etc.
16. If applicable, check Residents' clothing and rooms as named support worker and ensure that all clothing is clearly marked.
17. Where relevant, you may be required to escort Residents during transport to and from their Services as well as on social outings.
18. Serve meals, drinks and wash up as requested / required. Assist residents in the preparation of meals.
19. Report immediately to the Deputy or the Home Manager any illness of an infectious nature or accident incurred by a client, colleague, self or an other.
20. Notify the Deputy or the Home Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.
21. Maintain complete confidentiality of all matters concerning the Home, Residents, Staff and related work. Have the ability to work within therapy boundaries.
22. To assist in ensuring quality targets are met in accordance with agreed standards.
23. Participate in Staff and Client meetings and attend training all mandatory and necessary sessions, it is a requirement of employment to ensure annual updates are maintained.
24. To participate in agreed systems of appraisal and individual performance review with the role of employee.

25. Understand and ensure the implementation of the Service's Health and Safety Policy, Emergency and Fire Procedures.
26. Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Service Manager.
27. Ensure the security of the Service is maintained at all times
28. Adhere to all Group policies and procedures within the defined time scales, NCSC standards and guidelines, Department of Health guidelines and legislation, including the Mental Health Act and Code of Practice.
29. Undertake other duties, as required, by a team leader, Deputy or Home Manager.

### **PERSON SPECIFICATION**

**For new appointments, a selection panel will assess each of the points below against what you have written on the application form – so, as a job applicant, you should explain, by using examples from previous jobs, voluntary work or whilst you were in education, how you match these points.**

To do this job effectively a person will need:-

#### **Knowledge**

1. Knowledge of Mental Health/Learning Disability/Autism Issues
2. Understanding of Mental Health/Learning Disability/Autism diagnosis

#### **Skills**

3. Ability to communicate at all levels.
4. Ability to work in a Team.
5. Able to contribute to the planning of care.
6. Able to use and work on own initiative.
7. Ability to undertake the shift patterns
8. Ability to negotiate
9. Good interpersonal skills
10. Able to assist residents with daily living skills

**Qualifications**

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At The Time Of Appointment

11. GCSE English and Maths or equivalent training or qualification, or able to demonstrate the same.

Through Professional Development (whilst in post and provided as organisational need and available resources dictate or, through self-funding if preferred by the post holder)

12. NVQ2/NVQ3

**Experience**

13. Experience within a rehabilitation setting

14. Evidence of working within a team

15. Evidence of post school training and qualifications.

16. Previous experience in the care of Mental Health/Learning Disability/Autism residents/clients.

17. Previous experience in care environment.

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Jobholder ..... Signed ..... Date: .....

Manager ..... Signed ..... Date: .....