



## JOB DESCRIPTION

**Job Title:** Support Worker

***This post is exempt from the Rehabilitation of Offenders Act 1974***

**Location:** St Catherine's Bungalows

**Hours:** Various

**Responsible to:** Senior Care Leader

**The post holder will be expected to work inline with our workplace values which are:**

- Compassionate - We are compassionate
- Respectful - We are respectful (we respect individuals and uphold their dignity)
- Challenge - We challenge injustice
- Excellence - We seek excellence
- Collaborative - We are collaborative
- Work with - We work with people's strengths (to achieve their potential)
- Inclusive - We are inclusive

### JOB PURPOSE:

To support Residents using a person centred approach, in a motivated environment that promotes fun and well-being for them.

### MAIN RESPONSIBILITIES:

|   |                                                                                                                                                                                                                                                                                                      |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | To support residents in a person centred way as detailed in their care plan. This may include personal care which may include: bathing, dressing, eating and other personal care needs. Follow any protocols in place for each Resident.                                                             |
| 2 | To administer medication as prescribed, this may include PRN (as and when required). Always following St Catherine's medication administration process and protocols.                                                                                                                                |
| 3 | To accurately complete in real time digital care records for each Resident.                                                                                                                                                                                                                          |
| 4 | To record and communicate any changes regarding the Residents health and wellbeing, to the Senior Care Leader/Appropriate Designated Person following the appropriate processes.                                                                                                                     |
| 3 | To support residents who require support as a result of physical, intellectual or sensory impairment to maximise their mobility and independence. This will include pushing wheelchairs and operating aids such as specialist baths and/or hoists, as well as lending physical support to residents. |
| 4 | To prepare drinks, hot meals and snacks as necessary following Residents eating and drinking guidelines.                                                                                                                                                                                             |
| 5 | To involve the resident's in domestic tasks and personal laundry as well as assisting with shopping for household goods or personal items.                                                                                                                                                           |
| 6 | To support and advise in developing a range of social and leisure activities as required by each                                                                                                                                                                                                     |

|    |                                                                                                                                                                                                                             |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | resident.                                                                                                                                                                                                                   |
| 7  | To record all financial transactions and provide receipts for petty cash and all other expenditure.                                                                                                                         |
| 7  | To promote individual independence and choice.                                                                                                                                                                              |
| 8  | To support residents in accessing community facilities, this may including Coleshill Day Services.                                                                                                                          |
| 9  | To support residents to hospital, in the event of an emergency or sudden illness.                                                                                                                                           |
| 10 | In consultation with the resident and the Manager, ensure clear communication with other agencies, e.g. Social Services, Day Centres.                                                                                       |
| 11 | To assist residents to their appointments, social, leisure and educational activities.                                                                                                                                      |
| 12 | Record and report to line managers identified risks to residents and staff, e.g. self harm, threats of, or actual physical aggression to other residents or staff.                                                          |
| 13 | To attend core training as agreed with Management to ensure the highest standards of service are maintained. Training courses will take place face to face during the day time or online. Mandatory training is compulsory. |
| 14 | To adhere to all Society policies and procedures and those of statutory authorities, as well as recognised codes of conduct or best practice.                                                                               |
| 15 | To attend regular supervision sessions and staff meetings as arranged by management.                                                                                                                                        |

#### **HEALTH AND SAFETY:**

|   |                                                                                                                                                                                                                     |
|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | To be aware of the rights of residents to quality accommodation and a safe, secure environment.                                                                                                                     |
| 2 | To ensure the security of the building and the safety of both residents and staff by verifying the identity of visitors.                                                                                            |
| 3 | To ensure the cleanliness of the bungalow is maintained, following COSHH and Infection Control processes.                                                                                                           |
| 5 | To report any defects to the building (both internal and external) or to equipment or resources used within the homes, to an appropriate person so that corrective action may be taken at the earliest opportunity. |
| 6 | Comply with fire safety requirements following the Fire Evacuation procedure and Personal Emergency Evacuation Plans (PEEPs).                                                                                       |
| 7 | Deal with obvious risks immediately, e.g. spillages, blocked fire exits, etc. Always complying with the Health & Safety at Work Act. (move to point 1)                                                              |
| 8 | To complete accident and incident forms as required.                                                                                                                                                                |

#### **TRAINING:**

|   |                                                                                                                                                                                                                             |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | To attend core training as agreed with Management to ensure the highest standards of service are maintained. Training courses will take place face to face during the day time or online. Mandatory training is compulsory. |
| 2 | To undertake Care Certificate, NVQ Level 2 and Oliver McGowan (Tier 1 and Tier 2) training.                                                                                                                                 |

|          |                                                                                                                                                                |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>3</b> | To contribute to the training and development of others.                                                                                                       |
| <b>4</b> | Must be able to do some day shifts during the induction period and on occasion to attend supervision meetings, staff meetings and attend training as required. |

#### **GENERAL REQUIREMENTS:**

|          |                                                                                                                                                                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> | Ensuring confidentiality and professionalism at all times, this includes but is not limited to Residents' personal details, professional boundaries and staff conduct. Information should not be shared and Records should not be removed from the bungalow without the permission of Management. |
| <b>2</b> | Rotas, which are issued in advance, sometimes have to change at short notice in order to meet the needs of the service. Therefore, staff are expected to be as flexible as possible in responding to these changes.                                                                               |
| <b>3</b> | Staff are expected to carry out any other duties deemed appropriate to this post as requested by Management.                                                                                                                                                                                      |

## PERSON SPECIFICATION

**Job Title:** Support Worker

**Location:** St Catherine's Bungalows

| Factor                                 | Essential                                                                                                                                                                                              | Desirable                                                                                                                                   | Method of Assessment |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <b>Qualifications</b>                  | Completed secondary education.                                                                                                                                                                         | NVQ 2 in Care Services or working towards (or equivalent).<br><br>Oliver McGowan (Tier 1 & Tier2)<br><br>Food hygiene certificate           | AF, I                |
| <b>Experience</b>                      | Evidence of reliability through relevant work experience, whether paid/unpaid, formal or informal with client group                                                                                    |                                                                                                                                             | AF, I                |
| <b>Skills, Knowledge and abilities</b> | Good communication skills both written and oral.<br><br>Ability to listen to residents<br><br>Ability to complete practical tasks competently and professionally<br><br>Able to work on own initiative | Experience of specific tasks, such as helping people with eating, continence and dressing.<br><br>Experience of using digital care records. | AF, I                |
| <b>Personal Qualities</b>              | Ability to build rapport and work with people with learning disabilities and have respect for their rights and dignity<br><br>Cope with a variety of pressures<br><br>Team Worker<br><br>Honesty       | Enthusiasm for a career in caring services                                                                                                  | AF, I                |
| <b>Special Factors</b>                 | To be able to work weekends and bank holidays.<br><br>To be able to provide physical support to residents<br><br>Enhanced Disclosure from the Disclosure & Barring Service                             |                                                                                                                                             | AF, I                |

Method of Assessment

AF = Application Form    I = Interview    T = Test or Exercise    P = Presentation