



## TREHERNE CARE GROUP JOB DESCRIPTION OVERVIEW

<b>JOB TITLE:</b>	Support Worker
<b>HOURS OF WORK:</b>	As per terms and conditions of employment
<b>DEPARTMENT:</b>	Service User Care & Support
<b>BASE:</b>	As directed by the Director of Care

### **ORGANISATIONAL ARRANGEMENTS**

<b>ACCOUNTABLE TO:</b>	Director of Care
<b>REPORTS TO:</b>	Team Manager/Social Care Wales Registered Manager (Domiciliary Care)
<b>RESPONSIBLE FOR:</b>	Service users within Domiciliary Care/Residential Care settings

### **JOB PURPOSE**

To work as part of a team of support worker to identify and meet the needs of each service user receiving care and support. You must work in a way that embraces the ethos and care values of the organisation as described below:

To provide high quality care and support through the provision of individualised care packages within our residential and supported living services (specialised and ordinary accommodation settings).

- Our aim is to enable, facilitate, support and guide individuals towards a rewarding life within the community for as long as their abilities allow them.
- We place the rights of those in our care at the forefront of our philosophy of care/support.
- Individuals can say what they expect and need from our service

### **DUTIES AND RESPONSIBILITIES**

You are required to work within the policies and procedures implemented and promoted by the organisation in accordance with the rules and regulations that are determined by Regulation and Inspection of Social Care (Wales) Act 2016 and the Social Services and Well-Being (Wales) Act 2014 that underpin the provision services within Treherne Care Group.

You must understand that “Care” is a profession, underpinned by legislation and minimum standards that we must always strive to promote and achieve. It is a requirement for all Support Workers to acquire the appropriate level of recognised competence and qualification. All Support Workers are required to register with Social Care Wales as a competent and fit person to work within Social Care.

Care and support is a seven day a week occupation and Treherne Care Group provides 24hour support and supervision for those who need it. It is therefore important that you understand and accept that you are required to work shifts and unsociable hours.

As a Support Worker working in a service that provides 24hour support and supervision you are required to work as part of a team respecting your colleagues by being on time at your designated place of work to receive an in-depth handover from those finishing their night shift. It is your responsibility to ensure you are able to get to and from your designated place of work as per your contracted hours as set out in the team rota.

If as a Support Worker you are working within our Domiciliary Care settings, you may be required to work in isolated situations as a lone worker. You will need to be able to communicate with your colleagues, senior staff and or manager through your working day using equipment provided by the company.

Providing skilled and appropriate support to individual service users will include:

- Following and contributing to each service user's care/support plans and development programmes.
- Interacting with and supporting individual Service Users to develop their personal and social skills.
- Encouraging Service Users to participate and interact with a range of activities through your own enthusiasm and motivation to promote physical and mental well-being.
- Encouraging individual Service Users to manage their own personal hygiene requirements. NB: You may be required to facilitate this by undertaking personal care with individuals
- Supporting, encouraging and empowering individual service users to arrange and attend health related appointments.
- Supporting individual service users to maintain their medication regimes as prescribed by their GP and/or Psychiatrist.
- Supporting and encouraging Service User's to take responsibility for a range of household tasks i.e., laundry, cooking, cleaning and any other house-working tasks. NB: you may be required to perform this tasks on behalf of an individual.
- Supporting and encouraging Service User's to take responsibility for their own budgetary requirements, including shopping, paying relevant bills etc as indicated in their individual care/support plans.
- Supporting and encouraging Service Users to develop routines for relaxation in the evenings to enable positive "winding down" prior to going to bed.
- Support and encouraging Servicer Users to develop a positive routine of restful sleep throughout the night.
- To undertake domestic tasks whilst service users are asleep that have not been completed during the day time.
- Accompanying and supporting Service User's to enable them to access community-based facilities and amenities including public transport.

- Reporting any inadequacies and practice within the workplace that is detrimental to the welfare and safety of those you are providing care and support to.
- Ensure you are familiar with all Health and Safety Regulations in line with requirements for your area of work.
- Completing daily reports and other relevant records.
- Ensure you respect the need for and maintain confidentiality of information relating to each Service User, other workers and the organisation. Confidentiality is a crucial element of your role.
- Demonstrate a willingness to cover periods of absence during annual leave or sickness if requested.
- Maintain responsibility for own development and ensure personal compliance with regard to mandatory training. This will include attending sessions during your own time when needed.
- Act in accordance with Treherne Care Group Code of Conduct and Social Care Wales Code of Professional Conduct and guiding documents.
- Maintain up to date skills and knowledge and maintain awareness of related issues.

This is an overview of the main job description and is an outline of the role and function and is not intended to describe all specific tasks.

**This post will be subject to an enhanced disclosure check with the Disclosure and Barring Service. (D.B.S.)**

5<sup>th</sup> October 2023

Patty Morris  
Director of Care