

TREHERNE CARE GROUP
JOB DESCRIPTION



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

ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO: Director of Care and The Responsible Individual (MD)
REPORTS TO: Team Manager/Registered Manager (Domiciliary Care)
RESPONSIBLE FOR: 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

Our ethos reflects our fundamental values:

- Privacy, mutual respect and dignity
- Ethical practice
- Quality
- Security and safe environment
- Autonomy and independence
- Individual choice
- Promotion of confidence, self-esteem, self-worth and feeling valued
- Promotion of civil rights
- Empowerment
- Fulfilment and attainment
- Equal opportunities
- Promoting individuality
- Being non-judgemental
- Recognising diversity

- Promotion of participation and involvement
- Promoting liberty
- Respecting sexual orientation (ensuring this is lawful)
- Promoting and respecting cultural and spiritual needs.

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.

You will be encouraged and supported to achieve the required level of competence and work practice via the staff training and development programme we have within Treherne Care Group.

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. NB: The senior staff and/or manager are required to provide the necessary contact and support you need.

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 that are on offer both within and outside of the organisation through your own enthusiasm and motivation to promote physical and mental well-being.
- Encouraging individual Service Users to manage their own personal hygiene requirements. Where an individual’s care/support plans indicate that assistance with personal hygiene requirements is necessary you will be provided with the necessary guidance and support to be able to fulfil the requirements as dictated by the care/support plans.

Any assistance needed with mobility problems and other problems relating to physical health needs such as incontinence and assistance with the use of aids and personal equipment will be referred to the local primary health care team for their intervention and support to assist you within your role.

- Supporting, encouraging and empowering individual service users to arrange and attend health related appointments e.g. GP, Dentist and Psychiatrists, recording outcomes on the medical appointment records.
- Supporting individual service users to maintain their medication regimes as prescribed by their GP and/or Psychiatrist. Ensuring you follow the procedure for safe storage, administration and disposal of medication as set out by the Medicines Act 1968, guidelines from the Royal Pharmaceutical Society and the requirements of the Misuse of Drugs Act 1971 alongside Treherne Care Group's policy and procedure on the safe management of medication.
- 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, teaching by good example how they can achieve acceptable levels of tidiness, cleanliness and personal hygiene as agreed as part of their individual support plans. **However, in the best interests of each service user you are required to undertake these duties when he/she is unable or unwilling to do so themselves.**
- 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. **NB: this may include supporting service users to understand how their monies are allocated from the organisation's client account if they do not manage their own accounts.**
- 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 Service Users to develop a positive routine of restful sleep throughout the night to enable the promotion of good health and motivation to rise and enjoy the opportunities available during the day time.
- To support those individuals who have difficulties with sleeping at night (due to anxieties, bad dreams etc) to be able to feel relaxed and communicate their concerns in a safe manner.
- To undertake domestic tasks whilst service users are asleep that have not been completed during the day time, these tasks will include dusting and polishing, washing up, doing laundry and general tidying (however hoovering is not appropriate), or any other tasks as requested by night Senior Support Worker or your team manager. Being mindful of the service users' need for restful sleep.
- Identifying and discussing individual Service User's care needs with them' in line with Risk Management Plans and specific support guidelines; and sharing with your manager, and the Clinical Team.
- Taking part in the day to day assessments of individual's skills, abilities and needs and feeding this information to your manager and senior staff, the and the Clinical Team during reviews and clinical meetings. This includes contributing to assessments and other recording processes required by the clinical team, management or other professionals.
- Assist in the management of risk i.e. risk assessment, reporting of untoward incidents and complaints/allegations.

- Accompanying and supporting Service User's to enable them to access community-based facilities and amenities including public transport as indicated in their individual care/support plans, giving consideration to risk management plans.
- 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.
- Ensuring you are aware of fire regulations and identify the location of fire fighting equipment and appliances, and to be aware of the fire exits if applicable to the building. Ensure you are aware of the instructions you need to follow if there is a fire and ensure you understand how to use the appliances safely and appropriately.
- Ensure you are familiar with all Health and Safety Regulations in line with requirements for your area of work (e.g. residential care specifics) and make regular checks, identifying any potential hazards to your immediate line manager and record in appropriate documents.
- Report writing is an essential element of your role; therefore, it is important that you ensure you understand and know how to complete daily records on each Service User and any other relevant reports in a clear, factual and legible manner, using appropriate and professional language be it by hand or electronic.
- Contributing to any reports required by your line manager and other members of the management team.
- You are required to work as a supportive team member to your colleagues by demonstrating good time keeping, ensuring an effective handover both verbal and written to ensure consistency within the team.
- 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.
- **You are required to demonstrate a proactive and flexible ability to work confidently and competently with a range of service users wherever they are to be supported as directed by your Manager and organisational requirements.**
- Participate in the educational/learning programmes to enhance service standards.
- 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.
- Ensure you register with Social Care Wales as competent and fit person to work within Social Care.
- Participate in the monitoring and promotion of standards and quality of care.
- Limit one's actions according to competence and knowledge.

- Act in accordance with Treherne Care Group Code of Conduct and Social Care Wales Code of Professional Conduct and guiding documents.
- Adhere to all Treherne Care Group policies and procedures.
- Maintain up to date skills and knowledge and maintain awareness of related issues.

GENERAL REQUIREMENTS

Risk Management

It is a standard element of the role and responsibility of all staff of Treherne Care Group that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management

Employees of Treherne Care Group are legally responsible for all records that they gather, create or use as part of their work within the Treherne Care Group (health, financial, personal and administrative), whether paper based or on a computer. All such records are considered public records, and employees have a legal duty of confidence to service users (even after an employee has left Treherne Care Group). Employees should consult their line manager if they have any doubt as to the correct management of records with which they work.

Health and Safety Requirements

All employees of the Treherne Care Group have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Treherne Care Group to meet its own legal duties and to report any hazardous situations or defective equipment.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

Confidentiality

All employees of Treherne Care Group are required to understand and maintain strict confidentiality relating to Service User issues, company issues and all work-related issues at all times, in accordance with Treherne Care Group written policies.

All employees should not share personal information about themselves and/or other employees whilst in the working environment, maintaining professional boundaries at all times.

This job description 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.)

PERSON SPECIFICATION

Support Worker

	ESSENTIAL	DESIRABLE/PREFERREED	METHOD OF ASSESSMENT
QUALIFICATIONS	Undertake minimum qualifications L2/L3 Diploma in Health and Social Care or equivalent (if not already acquired) and identified training	L2/L3 Diploma in Health and Social Care or equivalent NVQ 2 or 3 (in care) or equivalent. Relevant qualifications, i.e. certificates in aspects of care.	Application Form Certificates as proof of qualifications.
EXPERIENCE	Working with people.	Experience of caring in either MH or LD sectors.	Application Form Interview References
SKILLS/COMPETENCE	Good communication skills. Able to present factual information. Able to maintain accurate relevant & clear records. Good literacy and numeracy skills Able to work as part of a team Able to work alone	Knowledge of MH & LD Issues. Can demonstrate use of evidence-based practice, i.e. show ethical practice/ 'good practice'. Basic IT skills	Application Form Interview References Pre-interview aptitude test
PERSONAL	Able to adapt to change. Able to perform a full range of activities. Able to get to and from place of work. Business insurance if Driver	Flexibility Welsh Speaker Driver	Interview