

JOB DESCRIPTION

Job Title: Support Worker

Accountable to: Scheme Manager or Team Leader

Purpose of Job:

1. To provide flexible support services to service users living in Prospect schemes to enable them to achieve the maximum independence possible.
2. To provide care and support which is tailored to an individual's needs and preferences.

Specific Duties

1. Service User Support

- 1.1 To provide support and personal care to individual service users as identified in their individual care and support plans.
- 1.2 To assist with assessment, development and implementation of care and support plans as required.
- 1.3 To support service users to maintain their tenancy.
- 1.4 To support service users to effectively manage their finances including paying rent, purchasing of goods and services.
- 1.5 To support service users to meet their own health needs.
- 1.6 To provide adequate information to service users to encourage and enable them to make informed choices and to be able to participate in the management of the service.
- 1.7 To ensure the health and safety of service users, colleagues and visitors is maintained at all times.
- 1.8 To provide adequate information to service users to encourage and enable them to make informed choices and to be able to participate in the management of the service. To ensure that all decision making on behalf of service users follows the principles of the Mental Capacity Act.
- 1.9 To act as a keyworker to individual service users and to support them to achieve the goals they aspire to.
- 1.10 To support service users with the management of their medication, To supervise/administer prescribed medication in line with current procedures and practices as required.
- 1.11 To support service users in the development of their household and domestic skills.

- 1.12 To assist and support service users to pursue leisure interests, meaningful social activities, education and employment utilizing the facilities of the local community.
- 1.13 To perform cleaning, domestic and catering duties as required.
- 1.14 To assist service users develop friendships, build social networks and maintain contact with their relatives if they wish.
- 1.15 To establish and maintain good liaison with service users, their families and professionals from other organisations.
- 1.16 To support service users to go on a holiday of their choice and to accompany them if necessary.
- 1.17 To assist services users to participate in their care or support plan review.
- 1.18 To ensure the Organisation's policies and procedures inclusive of health and safety at work are followed at all times when delivering services.

2. **Health and Safety**

- 2.1 To work within the Organisation's Health and Safety Policy.

3. **Administration**

- 3.1 To provide regular oral and written reports at handovers and to the Scheme Manager/Team Leader on the progress of individual service users.
- 3.2 To keep all the homes records up to date.
- 3.3 To follow the Organisation's financial policies and procedures.

4. **Equal Opportunities**

- 4.1 To work within and promote compliance with the Organisation's Equality and Diversity policy in all areas.

5. **Confidentiality**

- 5.1 Ensure any information relating to service users, staff or the Organisation is treated in the strictest confidence and according to the Organisation's policies and procedures.

6. **Other**

- 6.1 To attend training courses, seminars and other forms of training as required to assist in carrying out the duties of the post effectively.
- 6.2 To work as part of a staff team and attend regular staff meetings.
- 6.3 Participate positively in regular supervision and appraisals with senior staff in the home.
- 6.4 Carry out any other duties as requested by your line manager and senior managers of the Organisation.

- 6.5 To act all times act as a positive role model for colleagues and service users and to represent the organisation in a professional manner.

PERSON SPECIFICATION
Job Title: Support Worker

	Essential	Desirable
Qualifications:		
1. NVQ Level 2 or above in care or equivalent		✓
Experience:		
2. Paid or voluntary experience of working in a housing, community or social care setting		✓
3. Experience of supporting or assisting people who have a disability and/or support needs with everyday living skills		✓
Skills and Knowledge:		
4. Understanding of the needs of people with disabilities or who have support needs	✓	
5. Ability to maximize people's potential and independence	✓	
6. Ability to work as part of a team	✓	
7. Ability to communicate effectively with service users and staff using a variety of methods	✓	
8. Ability to adapt to change and new ways of working	✓	
9. Ability to implement and operate within the Organisation's policies and procedures	✓	
10. Ability to participate in community, social and leisure activities with service users.	✓	
Other:		
11. Ability to undertake shifts and work flexible hours including evenings, weekends, public holidays, sleep-ins and nights	✓	
12. Car driver		✓
13. Willingness to undertake NVQ/Induction Award / Mandatory training	✓	

February 2010