

Role title	Support Worker
Directorate	Adult Services
Grade	Scale 4
Competency level	All Colleagues
Date prepared	November 2016
Date reviewed	April 2024
Purpose	
<p>To work as part of a team of staff providing high quality and innovative person-centred care, providing direct support to residents with a range of complex needs including dementia in the residential care home.</p> <p>To support and assist residents in all aspects of daily living, including personal care, respecting their privacy and dignity at all times.</p>	
Generic accountabilities	End results/outcome
Communicate effectively with internal and/or external customers/ service users.	Customers are satisfied with the response, or aware that issue has been escalated.
Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	Relevant, accurate and timely information is provided. A positive image of the Council is promoted.
Organise and maintain records and documents using the appropriate council process / system.	Records are kept up to date.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific accountabilities	End results/outcomes
Organise and/or provide direct support including personal care to residents with complex needs.	Person centred support is provided, ensuring that the individual remains central to all support and care provided, and the individual is involved in all aspects of their care.

	<p>Care and support is provided within procedures and to current best practice.</p> <p>Complex needs are met</p> <p>Support is provided effectively and to the required standard.</p> <p>Mental capacity is considered in day to day working.</p> <p>An effective, courteous service is provided.</p> <p>Concerns are escalated.</p>
<p>Support is provided to residents in all aspects of daily living including intimate personal care.</p>	<p>Appropriate care, including the administration of medication and personal care, is provided in line with the support plan and procedures.</p> <p>Meaningful activities are provided and residents are supported to engage in these,</p> <p>Health, safety, personal hygiene and dignity of the individual are maintained.</p> <p>Emotional support to service users and their families/carers is provided.</p> <p>Residents' health, religious and cultural needs are met.</p> <p>Residents are given the required support with eating and drinking and have access to a diet that reflects their preferences, health, religious and cultural needs.</p> <p>Residents' family and friends are greeted and welcomed.</p> <p>A high level of communication and excellent level of customer satisfaction is maintained.</p> <p>All concerns, queries and complaints promptly to the relevant person.</p>
<p>To work as a member of a team and support service users with a range of complex needs including Dementia</p>	<p>Residents have an allocated key worker</p> <p>Residents are supported to develop/maintain contact with family members and friends. Communication is effective amongst the staff team to meet the resident's needs.</p> <p>Liaison is maintained with health and social care</p>

	professionals to ensure service users' needs are met.
Ensure wellbeing and safety of residents.	Concerns are reported including safeguarding to relevant person. Risk assessments are followed Actions are consistent with the Mental Capacity Act and Deprivation of Liberty Safeguards at all times. Residents Safety and wellbeing is recorded.
Receive, keep secure, reconcile and handle money appropriately. When needed issue receipts.	Money is handled correctly following procedures.
Organise and maintain records and documents using the appropriate process /system.	Written records are maintained covering all aspects of service users' needs. The Council's IT systems are used to maintain effective records and reports
Carry out all duties with an awareness and understanding of the Safeguarding requirements within own area of responsibility.	Behaviours and actions are taken as appropriate to support the safeguarding of vulnerable adults. All concerns are raised.
Act in accordance with all policies and procedures which apply to the job and the Council and understand the reasons for this.	All policies and procedures are complied with.

Nature of Contacts
Work directly with parents/carers and vulnerable adults in receipt of services. May involve dealing with challenging behaviour and situations. Work directly with members of the public. Work directly with other professionals.
Procedural Context
Organise tasks within a support plan, using analysis and judgement to apply knowledge of procedures and best practice. Work is within procedures and best practice guidelines including: medication, moving and handling, personal care, risk assessments, health and safety procedures, safeguarding, and passenger assistant guidelines. Respond to changing events as required. Promote and adhere to the professional code of practice: Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England. Adhere to the Dignity Charter.

Key Facts and Figures
<p>May involve use of domestic equipment. May involve moving and handling of people and use of assistive technology. May involve use of multimedia equipment- Tablets, camera, video etc. Responsible for own and others' safety and security (e.g. home visits, community outings). Enhanced DBS clearance required. Will work across the 7 day a week rota on days, including late shifts.</p>
Resourcing:
<p>Responsibility for handling residents' cash as a key worker and ad hoc use of the prepayment card.</p>
Knowledge, Skills and Experience
<ul style="list-style-type: none"> • Appropriate experience of working with older people, plus knowledge of current best practice in working with people with complex needs including Dementia. • Understanding of CQC and Health & Safety requirements • Ability to demonstrate empathy and to build trusting and supportive relationships with service users and families. • Proven ability to provide person centred support. • Proven ability to build and maintain effective working relationships with a range of people. • Literate and numerate. Ability to maintain required records. • Excellent interpersonal and communication skills (verbal and written). • Able to converse at ease with members of the public and provide advice in accurate spoken English • ICT skills including use of Microsoft applications. • Proven ability to manage behaviour that may challenge services. • Proven ability to encourage and support connections and networks of service users and the local community. • Proven ability to work as an effective team member. • Ability to follow policy and procedures and to adhere to CQC regulations.
Indicative Qualifications

Relevant care qualification, such as NVQ Level 2, QCF, or equivalent or willingness to study for this.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.