

**JOB DESCRIPTION**

**Position: -** Support Worker (Supported Living & Enabling)

**Responsible to: -** Line Managers & Company Directors

**Hours of work: -** Refer to contract of employment

# Purpose of Position & Key Responsibilities

**As a Support Worker you will support and enable people in their own homes and in the community to live a full and active life through the use of Person Centered approaches based on each person’s individual needs. This role involves lone working, as well as working as part of a team to maintain a stable, happy and caring environment that puts the health, safety and welfare of the individual first.**

**Supported Living & Enabling services are provided for the purpose of developing or sustaining a person’s capacity to live independently. You will be required to support the service users in a way that respects their choice and promotes independence**

**The support offered includes providing personal care, emotional support, developing social and leisure interests, maintaining health and making healthy choices, assisting with taking of medications, accessing community facilities, accessing paid or voluntary work or training opportunities and supporting to maintain their home and developing life skills.**

* To provide comprehensive support and practical help to adults with learning disabilities in their own home, providing care and support of the highest standard at all times
* Support the service users to maintain a healthy lifestyle
* To maintain confidentiality at all times, respect the confidentiality of the service user and comply with the confidentiality policy
* Support workers should be able to demonstrate good communication skills including both verbal and written communication
* To undertake weekend and evening work on a Rota basis according to the needs of service users and where required sleeping in duties
* To work flexibly across our services, this may include covering support duties in other locations as required by your manager
* To always present yourself in a manner which reflects positively on the organization and service in which you work
* To attend for work reliably and punctually
* To work within the context of organisational policies and procedures
* To attend staff meetings, supervision meetings and contribute to the promotion of good practice across the service
* To attend all statutory training, refresher training and comply with legislation requirements

**Key competencies & skills**

* To demonstrate an empathetic and caring approach ensuring that dignity and respect is maintained.
* To demonstrate sound observational skills to identify potential or actual changes in health status of the individual.
* To have knowledge of service user self-advocacy and empowerment.
* To have good interpersonal skills, able to communicate with people at all levels.
* To have good verbal & written communication skills in English and a good level of numeracy so as to be able to maintain accurate records as well as well developed IT skills.
* To have knowledge of health and safety procedures.
* To have knowledge of CQC regulations and policies
* To have knowledge of MCA & DoLS as well as safeguarding legislation
* Able to work unsupervised and under own initiative within role boundaries and as an effective team member being able to prioritise own work load.
* To demonstrate discretion and maintain confidentiality at all times.
* To have an understanding of data protection and information governance.

**Service User Support**

* Support service users on an individual basis or in a shared house in small groups in accordance with each person’s agreed plans and in a manner which respects their dignity, promotes development of their independence and overall quality of life
* Support service users to maintain a high level of personal hygiene including support with washing, bathing, teeth brushing and mouth care, menstrual and continence care (where required) and maintain a good personal appearance as well as promoting self esteem
* Monitor the wellbeing of the service users at all times, record and inform management of any change in health, behaviour or condition of the service user where appropriate seeking medical advice. Ensure the service user is supported to attend all regular appointments such as GP health checks, dental checkup, opticians, hospital or other medical appointments whilst supporting the service user to be fully included in all discussions about their health and wellbeing where appropriate
* To create within the home as far as possible, a normal domestic environment for the service users.
* Support service users to manage their finances and benefits and liaise with court appointed deputies where applicable including assistance to pay their bills
* To assist the service users to establish personal safety and security.
* To support the service user to maintain the safety and security of their property by assisting them to answer their own door and telephone and to remain informed at all times about who is entering their home and for what purpose
* To provide advice and support to the service users about how to avoid or minimize hazards based on individuals risk assessments
* As appropriate support the service users in keeping their home clean and tidy which may include carrying out household tasks and shopping, ensuring service users are included to the highest degree possible
* Where necessary liaise with external agencies and professionals concerning the maintenance. Where the property is owned by an independent landlord ensure the tenants are supported to maintain their tenancy agreements and that the property remains health and safety compliant
* To support service users to choose and prepare food, shop for food and where required assist people to eat their meals following an individual’s care plan and preserving the individual’s dignity at all times
* To support the individual to maintain a healthy lifestyle
* To support the service users to develop their social and personal skills providing encouragement and support both within their home and in the community
* To support service users to access internal and external personal development opportunities for example voluntary or paid work, training opportunities, creative therapy and health and wellbeing events
* To encourage and support the service users to develop meaningful leisure interests, activities and to access local community organisations in accordance with their wishes and enable them to make informed choices through experiencing different activities
* To support and encourage individuals to make choices and life decisions in line with the mental capacity act requirements
* To remain vigilant and do everything possible to protect people who use the service and others from abuse of any nature including physical, emotional, sexual, neglectful, financial or institutional. It is an absolute requirement to report any incident of this nature which you may witness, hear about or suspect.
* To support Service Users with all aspects of their agreed care and support plans, risk assessments and positive behaviour support plans and to inform the management of any changes/improvement that could be made
* To support challenging behaviours safely and supportively by the using the skills and approved approaches learnt through training.
* To respond to, take responsibility for and deal appropriately with any emergencies that may arise this may involve arranging appropriate assistance or attending to problems out of hours
* To actively listen to Service user’s views, decisions and choices
* To support Service Users to achieve planned goals and personal outcomes
* To support Service users to make complaints and to adopt the adult safeguarding procedures where appropriate.
* To ensure that all complaints are brought to the attention of service management as appropriate
* To respect service user’s privacy, property and choice
* To support the service user in the development of their person-centered plan and any future goals ensuring they are kept up date
* To use only prescribed positive behavior management techniques when carrying out physical interventions or removal of service users from potentially dangerous situations
* To liaise with families and social workers and other professionals on behalf of the service user
* To participate and contribute to reviews, support and care plans and risk assessments
* To liaise with care managers and other professionals to identify the changing needs of service users and to access appropriate services as required.

**Recording, Reporting and Administration**

* To complete the Service Users support notes every shift including Service Users personal files and financial records
* To keep clear, accurate and appropriate records in line with policies and procedures and to ensure that all necessary records are complete, legible, filed appropriately and are available for inspection by authorised persons when required
* All support you provide must be accurately documented in a timely manner, this should include all direct support, indirect support, telephone calls etc.
* To support Service Users to document all appointments in their diaries and to inform the manager and office as appropriate
* To read the communication book, support notes and diary at the beginning of each shift
* To assist in the development, implementation and regular review and updates of service users care plans, profiles and risk assessments.
* To attend reviews when requested by the Service User or manager
* To work in partnership with Service Users, agencies, professional and families.
* To use the out of hours on-call support service and emergency services as appropriate
* To inform family members of a service users illness
* Where any breach of policies, procedures, code of practice or ethics are suspected report them immediately through established procedures
* Kazlum is committed to safeguarding and promoting the welfare of all service users and expects support workers to share this commitment
* To bring to the attention of management any concerns relating to the care and support and wellbeing of the service user
* To liaise with care managers and other professionals to identify the changing needs of service users
* To ensure safeguarding concerns are reported immediately to the appropriate manager and dealt with in line with current legislation, policies and procedures
* To ensure assessments of a person’s capacity is recorded within the relevant section of a person’s support notes and care plan.

**Team Working**

* To attend meetings as directed by service management.
* To support other team members in their daily working activities where appropriate and to follow instructions given by service management.
* To build and promote good relationships and communication with people who use the service and staff
* To work collaboratively and positively with all external professional

# Accountabilities

* For ensuring that all service users are treated with dignity and respect in all aspects of their lives.
* Following person-centered approaches to supporting the service users.
* Following company policies and procedures
* Following service user care and support plans including risk assessments, and positive behaviour support plans.
* Reporting concerns or raising questions when in doubt. Liaising with management or Head Office where appropriate.
* For ensuring accurate and safe administration of service user medication for the designated shifts and to ensure adequate supplies always available
* Maintaining good relationships with service user families.
* Using your own initiative to manage time effectively, keeping all work up to date and prioritizing to ensure that the most urgent is dealt with first
* Recognising that your accountable and responsible at all times within your role

**Working Environment and Potential Risks**

* Working to support adults in a domestic environment / own home / and in the community.
* Service users will from time to time display challenging behavior which may be physical and/or verbal and/or behavioral in nature.
* Implications for COSHH: domestic chemicals and pharmaceuticals.
* Implications for health and safety: Food hygiene, fire safety, manual handling, accident prevention.
* The role requires shift work (days, evenings, weekends and nights)
* The role requires driving Service Users and staff using their personal vehicle or company vehicles. Staff must ensure all vehicles are kept roadworthy and personal vehicles have the correct business insurance
* Staff will be required to attend mandatory meetings at Head Office from time to time.
* The role may involve working with service users within a family environment where the risks are not fully understood or controlled.
* The role may involve working alone with a service user and handling challenging situations when they arise.
* Be aware of current health and safety policies and take responsibility for your own safety and that of others who may be affected by any act or omission on your part
* To know where all policies are kept and be aware of and follow their content at all times
* In carrying out the tasks in this job description you have a duty under the health and safety legislation to take reasonable care of the health and safety of yourself and that of others. This involves taking positive steps to understand the workplace complying with safety rules and procedures and ensuring that nothing you do or fail to do puts yourself or others at risk this includes contributing to a safe and secure environment for people who use the service.

**Employee Development**

* Receive and complete an agreed induction in the first week of employment
* Receive on-going induction throughout your probation
* Complete the relevant Care Certificate within the specified timescale
* Participate in 6-8 weekly supervisions with your manager
* Attend and take an active part in all training courses to acquire the necessary skills and knowledge required to effectively fulfil your role. Apply the training learnt to your role at all times
* Contribute and participate in regular staff and team meetings
* Team meetings, staff meetings and training attendance is mandatory
* Contribute a positive attitude to your role at all times
* Keep yourself informed and up to date with relevant legislation relating to your job role and the health and social care industry

**This job description is not an exhaustive list of duties but a guide to indicate the main areas of responsibility and will be subject to review to meet the service needs**

**It also sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post**

**I confirm I have read and understand this job description**

**Name of post holder …………………………………..**

**Signature ………………………………………………. Date …………………………**