

## JOB DESCRIPTION

<b>REF NO:</b>	WCM886/PKNA/JD/195		
<b>JOB TITLE:</b>	Support Worker	<b>SALARY:</b>	£12.79 per hour weekdays and weekend days  Sleep shifts (8 hrs) paid at National Living Wage  £0.45 per mile when using own car to transport client.
<b>LOCATION:</b>	Client's home and community in the Exeter area	<b>DATE:</b>	June 2022
<b>HOURS PER WEEK:</b>	2 x 24 hour shifts a month		
<b>RESPONSIBLE TO:</b>	Case Manager		
<b>REPORTING TO:</b>	Case Manager Team Leader		
<b>LIAISING WITH:</b>	Other support team members Other professionals		
<b>JOB PURPOSE:</b>			
<p><u>Background Information</u></p> <p>Peter was involved in a road traffic collision in 2013 aged 30 where he was a cyclist and sustained a range of injuries, including a brain injury. Peter had a mild learning disability prior to the RTC but is reported to have lived relatively independently where he helped to care for both his mother and father. Peter's father has now deceased and his mother lives with his brother in Exeter. Peter does not currently have contact with his family.</p> <p>Peter lives in his own property in Exeter. He receives a 24 hour support package from a team of staff led by a team leader.</p> <p>Peter <u>MUST</u> be supervised when outside, even when in the garden due to poor peripheral vision, cognitive difficulties including impulsivity and poor attention (easily distracted). He demonstrates poor safety awareness so requires assistance from staff to cross the road safely.</p> <p>Peter enjoys riding his bike (accompanied by staff on a bike), gardening and walking outside. He enjoys watching the soaps, going to the cinema and is a keen Dr Who fan. He loves listening to Radio Exe and makes frequent song requests.</p> <p>Peter currently attends Headway Day centre once a week, Dawlish Garden Trust once a week and Gateway Day centre once a week.</p> <p>Peter has access to a vehicle which staff are insured to drive. This allows him to access the shops, community and leisure activities.</p>			
<b>GENERAL PHILOSOPHY</b>			

- The client should be treated with respect and dignity, be spoken to and thought of in a non-judgemental, respectful and caring way, acknowledging their individuality.
- The support worker will assist the client to exercise choice and control over their own lives as far as they are able in everyday matters, but taking into consideration cognitive problems.
- The support worker should enable the client to use local amenities such as shops and leisure facilities and attend community events.

### **MAIN RESPONSIBILITIES / KEY DUTIES**

- To ensure consistency of approach with the client in accordance with advised approaches to care and any emerging therapy aims.
- To work as part of a team and communicate appropriately with fellow team members.
- To follow the service user plan as documented for the client.
- To administer the client's medication and document on MAR paperwork.
- To support the client to follow therapy programmes set by professionals such as a social communication programme.
- To ensure opportunity is given to participate in activities as identified by client / others while achieving a balance between work and rest for the client.
- To deliver programmes of physical, social and therapeutic development as directed by the relevant professionals and the case manager.
- To assist the client to ensure an adequate level of hygiene is maintained.
- To assist the client with all meal and drink preparation. The client is not safe within the kitchen on his own.
- To be aware of any significant changes in the client's health, functioning or behaviour, and inform the case manager and team leader as appropriate.
- To encourage the client's independence as far as possible.
- To be aware of the client's vulnerability and take precautions to protect it.
- To be aware of the client's mobility, visual and cognitive problems and endeavour to cater for these at all times.
- To support client with his social communication skills as directed by his speech therapist and team leader.
- To respect confidentiality at all times.
- To be aware of the client's limitations and strengths.
- Within reason, to adapt support according to changing needs, as directed.

- To provide the opportunity for the client to follow therapeutic guidelines.
- To be trained in all relevant skills to undertake role, as identified by the case manager in liaison with other professionals involved in delivery of support for client.
- To adhere to guidelines when taking the client out in a vehicle.
- To be clinically supervised by the team leader.

## **GENERAL DUTIES**

- To be aware of the problems that the client may have due to their brain injury.
- Attend relevant training days and sessions when the opportunity arises.
- Attend staff meetings every 2-3 months and clinical supervision with a psychologist.
- To complete relevant documentation as instructed such as daily care records.
- To regularly read and follow the service user plan and bespoke risk assessments.
- To use information technology such as email, intranet, electronic records etc.
- To carry out domestic chores as instructed by the team leader.
- Keep your own record of hours worked on the time sheet.
- Provide feedback to the team leader and case manager on progress/problems.
- To maintain professional boundaries with the client and their family members, adhering to direction from the case manager as appropriate.
- To be aware of the house rules, policies and procedures.
- To organise and manage own time according to delegated workload.
- Any other duties commensurate with the level of responsibility of this role.

## **QUALIFICATIONS / EXPERIENCE REQUIRED**

Applicants will be expected to have some experience of caring for people with a brain injury or learning disability.

Applicants with an NVQ (or equivalent) in care are preferred.

Recent training in the following areas would be an advantage:

- Equality and diversity
- Health and safety at work
- Control of substances hazardous to health
- Fire safety awareness
- Infection control
- Food hygiene
- Manual handling
- First aid / basic life support including CPR
- Safeguarding vulnerable adults

- Conflict management
- Lone working

You will be expected to use information technology such as email, intranet, electronic records etc. Training and support will be provided as necessary and you are expected to maintain your IT skills in order for you to carry out your duties.

A patient, warm, caring, reliable and trustworthy person is needed who can work as part of a team. Full training, supervision and support will be provided as required.

## **PERSON SPECIFICATION – Qualifications, Experience, Knowledge & Skills**

### **Qualifications (desirable):**

- NVQ Level 2 (or equivalent) in Care.

### **Knowledge / Skills / Abilities (essential):**

- Experience of caring or providing care for clients with physical and communication difficulties.
- Good understanding of the personal and physical needs of a client with physical and cognitive difficulties.
- Ability to follow instructions / guidance.

### **Knowledge / Skills / Abilities (desirable):**

- Experience of cognitive / behavioural/ psychological support.
- Competent IT skills.
- Knowledge of brain injury.

### **Personal requirements (essential):**

- Ability to learn and interested in learning new skills.
- Flexibility.
- Reliability.
- Able to use own initiative.
- Confidentiality – discreet.
- Excellent communication skills – both oral and written.
- Ability to build up rapport with client, family and others.
- Ability to work as part of a team and within boundaries.
- Be able to follow verbal and written instructions.
- Ability to maintain accurate and confidential records.

- To be able to maintain a consistent approach.
- Able to take and give constructive criticism.
- Consideration of others and of the family.
- Non-judgmental.

**Other requirements (essential):**

- Applicants must have a full driving licence as they will be required to drive the client's vehicle.
- This position requires a fully enhanced disclosure request from the DBS, which the employer will obtain and fund on your behalf. You will also be required to register with the DBS Update Service.