

Job Description

Position Title	Support Worker		
Location			
Reporting to	Assistant Day Service Manager (ADSM)		
Grade	C		
Directorate/Section/School			
Effective date of JD	Nov 2017	JE Job Number	G.1997

Job Purpose:

To provide care and support to people with differing levels of need and dependency, promoting choice and independence taking a sensitive approach tailored to the individual. Assisting with the on-going assessment of individuals' requirements. The care and support will be varied, ranging from moderate support through to following complex and detailed care plans.

Although based in one service the post holder may be expected to work across community services, working with people with needs specific to their dementia, physical and cognitive capabilities and/or learning disabilities. This will include supporting and attending to peoples personal care needs. Maintaining people's dignity and supporting and encouraging independence at all times.

Care and Support workers are expected to work together in a flexible way, providing an exemplary quality of care and support in differing environments eg DCC premises, in the community etc.

Potholders will be expected to adhere and contribute to care plans, moving and handling plans, risk assessments and other relevant documentation.

This role requires the ability to fulfil all spoken aspects of the role with confidence and fluency in English.

Main duties and responsibilities:

1. To care for and support people with differing levels of need and dependency
2. To promote choice and independence
3. To assist with the on-going assessment of individuals' requirements and be proactive responding to changes
4. To administer medicines in accordance with the Medication Policy
5. Support and attend to peoples personal and physical care needs including use of specialist equipment and assistive technology as appropriate
6. Adhere to manual handling guidelines and safe practice
7. Work in a way that ensures vulnerable adults are safeguarded and report any safeguarding concerns in accordance with established policies and procedures
8. Take personal responsibility regarding infection control principles and adhere to safe ways of working

9. Responsibility for contributing and working to identified risk assessments including lone working
10. Deal appropriately with any emergencies as they arise and report concerns to line manager
11. Demonstrate awareness of Health and Safety principles and practices
12. Create and sustain positive, open and honest working relationships with individuals, colleagues, families, carers and other professionals
13. Maintain accurate written records and update reports in a timely manner e.g. daily records, care plans, risk assessments, medication information
14. Attend and contribute to various meetings, including care meetings, team meetings, group supervisions, 1-1's, annual review/appraisal
15. Be able to support individuals with differing communication requirements
16. To work in a collaborative and positive manner with colleagues and others
17. Liaise as appropriate with other agencies, organisations, groups and professionals
18. Undertake work related travel
19. Support people to travel in the community e.g. use own car with service user or use public transport
20. Be flexible to work around individuals' needs
21. Be flexible within a team working environment
22. Possess the ability to self manage, to work independently and collaboratively with team members to ensure the quality of service provision is your priority and continually maintained
23. Give practical, personal and emotional support and encouragement so that individuals can take full advantage of opportunities e.g. employment, education, leisure and friendship
24. To challenge discrimination, bad practice and exclusion
25. To observe DCC's customer service standards and to always represent the Authority in a professional manner
26. To respect and be sensitive to individual diversity e.g. Religious observance, sexual orientation, socioeconomic background
27. To respond appropriately to the physical and emotional challenges presented by working with individuals who may have unpredictable behaviours or appear distressed
28. To carry out any other duties which fall within the broad, spirit, scope and purpose of this job description

Person specification:

Attribute	Essential	Desirable	Method of Assessment
Management of staff		◦	◦
Experience	<p>Experience of working within a team</p> <p>Work in challenging, changing environments, aware of risks and following risk assessments.</p>	<p>Experience of supporting and caring for people with a range of needs and disabilities.</p> <p>Proven track record of making decisions and supporting and enabling people</p>	◦
Practical Skills	<p>Contribute and take part in team meetings.</p> <p>Ability to be proactive and show initiative and share knowledge with others</p> <p>Able to think of alternative solutions and influence others to try new ways of working</p> <p>Able to undertake personal care with respect and dignity</p>	◦	◦
Communication	<p>Clear, concise communicator able to communicate with line manager, colleagues and a wide variety of people and partner agencies.</p> <p>Ability to write daily reports/records.</p> <p>Ability to take part in meetings and reviews</p> <p>Understand the need for confidentiality</p> <p>Promote and use a range of communication methods to meet the needs of the service user.</p> <p>Ability to fulfil all spoken aspects of the role with confidence and fluency in English</p>	◦	◦
Personal Qualities	<p>The ability to network with a variety of people</p> <p>Use opportunities for change and improvement</p> <p>Ability to think logically in order to be able to solve problems and issues</p> <p>Open and approachable.</p> <p>Motivated to provide good care and support enabling and encouraging people to be as independent as possible.</p>	◦ Ability to multi task	◦

	Able to negotiate with others in the team, discuss differences of opinion and find a way forward. Tact, consideration and diplomacy skills will be required Sensitive to others views and concerns		
Strategic Thinking	Able to create credible, sustainable solutions to assist people to be as independent as they can and live an ordinary life.	◦	◦
Technology / IT Skills	IT skills to include: Outlook Word Confident and willing to keep up to date with technology as it develops	◦	◦
Education and Training	Care certificate (or willingness to work towards obtaining this qualification) Good standard of education to GCSE or equivalent level Commitment to continuous development and training.	QCF qualification in Health and Social Care level 2/3 or NVQ equivalent or willingness to undertake training	◦
Equal Opportunities	Devon County Council and it's staff have a Statutory obligation to implement anti-discriminatory and equal opportunities when carrying out their duties		◦ Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		◦ OH1
Other relevant factors	Commit and conform to DCC Customer Service Standards		◦

