

**SUPPORTED LIVING**

JOB DESCRIPTION

***Support Worker***

Your role is to assist the management team in creating and maintaining a supportive and attentive relationship with the Service User whilst acknowledging and respecting the following:-

1. Observe and respect at all times the confidentiality policy and all other policies and procedures of The D.O.V.E Project.
2. Attend development programmes, workshops, seminars, team meetings and training courses as required.
3. Assist in the implementation of agreed Care / Support Plans / guidelines by supporting the Service User with their individual aims and objectives.
4. Ensure you are aware of all current risk assessments and identify any new risks by observing the Service User on a daily basis.
5. Support the Service User to maintain a high level of personal hygiene as per Care / Support Plans.
6. Assist the Service User with visits to the Doctor, Dentist, Optician and other professionals, which ensures the Service User maintains good physical and mental health. Report any issues arising directly to your Line Manager.
7. Support and care for the Service User with their daily routines as detailed in their Care / Support Plan this may include the following: -

* Support the Service User with their meals, menu planning, shopping, healthy eating plans and safe cooking.
* Support the Service User with their budgeting & finances
* Support the Service User to make and attend appointments
* Support the Service User with **all** Tenancy issues
* Support the Service User with any Benefit queries or applications
* Support the Service User to maintain their home in good repair, cleanliness and hygiene.
* Support the Service User with their medication.
* Support the Service User to maintain safety in their home and use of keys.
* Support the Service User with appropriate behaviour
* Support the Service User to understand when to use the On Call & Emergency Services.
* Support the Service User to travel by public transport.

1. Report any incidents, accidents and complaints the Service User raises, directly to your Senior Support Worker/Supported Living Coordinator.
2. Support the Service User in developing their essential life and domestic skills enabling them to achieve greater independence.
3. Support the Service User with communications using total communications system.
4. Support the Service User maintaining contact with family and friends
5. Support the Service User by involving and assisting them in a wide and stimulating range of activities with the maximum use of local facilities; helping them with choices within daily living situations.
6. Ensure you are aware of your line management & the DOVE Project’s organisational structure.
7. Acting as a good role model for the Service User at all times.
8. Record and report any concerns immediately to Management
9. Have use of a mobile phone to use a care rostering and recording App (Care Control), completing any tasks assigned, updating daily notes and responding to messages.
10. Any other reasonable duties assigned by the Management.

**THIS JOB DESCRIPTION MAY BE REVIEWED AFTER CONSULTATION WITH THE POST HOLDER**