

Support Worker Job Description and Person Specification



Job Purpose

To work alongside the staffing team in meeting the individual care and support needs of service users in a way that respects the dignity of the individual and promotes independence and choice in a proactive and person centred approach.

To help and assist in the delivery of care and support to service users in their day-to-day activities in and around their home and in the community. To take delegated responsibilities of the service users under your care, to the appropriate level.

Reports to:	Home Manager	Function:	Support / Care
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Job Description

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| <ol style="list-style-type: none"> 1. Support service users who require assistance with their personal care needs. Ensure that a high standard of personal care and hygiene is achieved following individual care plans. 2. Help service users with mobility problems, other physical disabilities and incontinence. Supporting individuals with the use of specific aids and personal equipment. 3. Care for service users who are temporarily sick and needing, for example, minor dressings, bed nursing. 4. Help to promote the mental and physical activities of service users through talking to them; integrating within society; encouraging and promoting recreational activities such as reading, writing and hobbies both internally and externally including holidays. 5. Support service users with everyday domestic tasks such as; changing of bed linen, cleaning and tidying of rooms to maintain a clean, safe environment. 6. Maintain the launder of individuals clothing to a high standard, promoting that service users are involved with the care of their clothes depending on their skills. 7. Support and assist service users at meal times to prepare their meal and offer choice of food and drinks taking into account their dietary needs. Assist individuals who require support with eating and drinking, laying the table and clearing away. 8. Answer the door and the telephone greeting visitors/relatives with a professional, friendly, helpful and confident approach. 9. Administer medication to service users inline with their individual care plan and prescriptions. 10. Maintain service user records and reports. 11. Participate in staff and service users' meetings. 12. Attend mandatory training days/courses, on or off site as and when required. | <ol style="list-style-type: none"> 13. Maintain professional knowledge and competence. 14. Promote safe working practices. Report immediately to the manager, or person in charge, any illness or accident by a service user, colleague, self or another. 15. Ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties. 16. Ensure the security of the home is maintained at all times. 17. Adhere to the company policies and procedures. 18. Adhere to your contract of employment and the employee handbook. 19. Carry out any other tasks that may be reasonably assigned to you. 20. To promote and act at all times in accordance with the Company's Equal Opportunities Policy. <p style="text-align: center;">This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.</p> |
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Person Specification

Attributes	Essential	Desirable
<p>1. Experience</p>		<ul style="list-style-type: none"> • Experience supporting adults with disabilities/mental health conditions or other vulnerable adults. • Experience of working in the care industry
<p>3. Knowledge & Qualifications</p>		<ul style="list-style-type: none"> • QCF level 2 (or equivalent) • Knowledge and/or management of challenging behaviours • Knowledge of Safeguarding • Knowledge of health needs and personal care
<p>2. Skills and Abilities</p>	<ul style="list-style-type: none"> • Have a caring nature and ability to show empathy • Able to interact and engage with adults with disabilities • Have a positive attitude • Be able to undertake an active role • Have good communication skills • Be able to work flexibly to meet the needs of the business • Good timekeeping • Be able to work as part of team 	<ul style="list-style-type: none"> • Computer literacy • Be able to drive with a full, clean UK license • Hobbies and interests to bring to the team