



Swanton Care



Values in Care



Courtyard Care



GRS Care



Emerald Care



Green Rose Care

## Job Description/Person Specification

<b>Job Title</b>	Support/Bank/Community Worker		
<b>Job Purpose</b>	To provide practical assistance and emotional support to empower the people we support to achieve their goals and aspirations, respecting everyone's individuality and to enable them to make appropriate choices to live the life they wish, in line with their individual support plans.		
<b>Reports to</b>	Deputy Manager/Team Leader	<b>Accountable to</b>	Registered/Service Manager
<b>Annual leave</b>	28 days annual leave including bank holiday		
<b>Place of Work</b>	Your base will be outlined in your contract; however, you may be expected to work in other locations as and when required. We support those who live in their own home (Supported Living and Domiciliary Care) and those who live in a residential home.		
<b>Working Arrangements</b>	Our services operate 7 days a week, 24 hour per day. Your contracted hours will be worked in line with the published rota and will include weekends/bank holidays/evenings/nights in line with the needs of the people we support.		

## Key Responsibilities

<b>People We Support</b>	<ul style="list-style-type: none"> <li>• Fully support individuals to enjoy and make choices about their lives, care and support planning in an inclusive way.</li> <li>• Provide effective, values based, needs lead and outcome focused empowering levels of support which incorporates the choices of individuals.</li> <li>• Act as a Key worker, where required and as an effective team member to achieve outcomes in the best interests of the individuals we support.</li> <li>• Contribute positively and consistently to the team's delivery of support.</li> <li>• Ensure the health, well-being, physical, emotional, cultural and spiritual beliefs of the people we support are met in an inclusive way.</li> <li>• Alert management of any changes in an individual's needs, wellbeing or behaviour.</li> <li>• Recording and evidencing outcomes in the people we supports' records, ensuring confidentiality at all times and in line with the Confidentiality Policy. Contributing to the preparation, implementation, monitoring and regular review of individual care and support plans. Giving the individual a voice that is heard and that their aspirations are worked towards with them.</li> <li>• Ensuring individuals' dignity is maintained at all times and given support with their personal and intimate care as required in their support plan. This may include bathing, toileting and assistance with dressing.</li> <li>• Medication administration and management as required and directed by the Service Manager/Shift Leader.</li> <li>• Encourage the individual's you support to engage with activities they already enjoy, and to seek out new experiences. Actively involve them in</li> </ul>
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	<p>making decision about everyday tasks that will enhance their independence and enable engagement with the wider community.</p> <ul style="list-style-type: none"> <li>• Actively empower individuals to achieve their goals in an inclusive way.</li> <li>• Assist the people we support with holiday planning as and when required, including going away with them, as necessary.</li> </ul> <p>Ensure that all relevant paperwork and documentation is accurate and completed to a satisfactory standard.</p>
<b>The Team</b>	<ul style="list-style-type: none"> <li>• To contribute to at least six team meetings each year, actively engaging in supervision and appraisal to continuously improve and develop knowledge and skill that will enhance the lives of the people we support within the service.</li> </ul> <p>To treat your colleagues with dignity and respect ensuring all relevant company policies are adhered to.</p>
<b>Resources/Facilities</b>	Use all resources and facilities in a respectful and cost-effective manner taking consideration of the environment and sustainability.
<b>Quality Assurance</b>	<p>To actively promote the quality of service that we require for the people we support to meet their needs and those of the people who are stakeholders in their wider circle of support.</p> <p>Fully co-operate with internal and external audits, such as those carried out by the internal quality team and external bodies, such as Commissioners and CQC/Care Inspectorate (Scotland and Wales)/OFSTED</p>
<b>Health and Safety</b>	<p>To comply with all Health and Safety responsibilities to ensure the health, safety and well being of the people we support, our work colleague and visitors is taken care of at all times. This includes:</p> <ul style="list-style-type: none"> <li>• Keeping up to date with H &amp; S policies/procedures</li> <li>• Fire safety protocols, equipment &amp; escape routes are regularly checked</li> <li>• Risk Assessments are in place and regularly reviewed</li> <li>• Ensuring accidents/incidents are reported and recorded in compliance with the Health and Safety Policy</li> <li>• Full co-operation with Health and Safety Inspections</li> </ul> <p>We all have a statutory duty of care for our own personal health and safety and that of others who may be affected by their actions or omissions. Employees are required to co-operate with management to enable us to meet our own legal duties and to report any hazardous situations or defective equipment, and to escalate concerns in a timely, professional and appropriate manner.</p>
<b>Other tasks</b>	<ul style="list-style-type: none"> <li>• To actively participate in training opportunities, attending all core skills and mandatory training to reach and maintain the required level of competence and utilising new skills to continuously improve and develop.</li> <li>• To undertake any other reasonable duties as requested by management, taking guidance and instruction from the person responsible for leading the shift.</li> <li>• To be aware of company policies and procedures, our code of conduct, our Ethos and Values, and adhere to these at all times</li> </ul>

	<ul style="list-style-type: none"> <li>To promote and maintain good public relations and a good image, and to ensure that your conduct, inside and outside work, does not conflict with the Organisation's professional expectations and Ethos.</li> </ul>
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	<b>Essential Criteria</b>	<b>How Tested</b>	<b>Desirable Criteria</b>	<b>How Tested</b>
<b>EDUCATION AND TRAINING</b>	<p>Good standard of education including the ability to communicate in English.</p> <p>Willing to continue learning</p>	Interview and application form	Level 2 or higher in care, Care Certificate, literacy & numeracy	<p>Interview and application form</p> <p>Ongoing validation via supervision and competency review</p>
<b>EXPERIENCE</b>	Experience of working within a team	<p>Interview</p> <p>Application form and references</p>	<p>Experience in a care environment</p> <p>Voluntary or paid work in care or support role.</p> <p>Experience working with Autism or LD.</p>	Interview, Application form and references
<b>MOTIVATION</b>	Flexibility around shift patterns, team player and able to take/follow instruction.	<p>Interview</p> <p>Application form and references</p>	Willingness to learn and continue their professional development.	Interview application form and references
<b>PROFESSIONAL QUALITIES</b>	Literate, numerate, confident approach to work and excellent communication skills.	<p>Interview</p> <p>Application form and references</p>	<p>Liaise with people at all levels, managers, families and professionals.</p> <p>Update and produce reports.</p>	<p>Interview</p> <p>Application form and references</p>
<b>SKILLS/ ABILITIES</b>	<p>Ability to use variety of differing communication methods according to needs of the people we support</p> <p>Good written communication skills – form completion</p> <p>Good listening skills</p> <p>Good numeracy skills including managing personal finance</p>	<p>Interview</p> <p>application form and references</p>	<p>Wide variety of interests to share with the people we support</p> <p>Knowledge of the local area</p> <p>Full UK driving licence.</p> <p>Advanced IT Skills</p>	<p>Interview</p> <p>Application form and references</p>

	<p>Basic IT skills</p> <p>Must have an awareness of the requirements needed to support vulnerable individuals with complex needs.</p>		<p>Ability to confidently update and produce reports</p>	
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