



Information Pack

Support Worker



Job Description

JOB TITLE: Support Worker

REPORTS TO: Team Leader

RESPONSIBLE TO: Registered Manager

PAY: £12.21 Per Hour

VALUES AND COMMITMENT:

Wellington Care are committed to the inclusion, safeguarding and welfare of vulnerable adults experiencing complex mental health difficulties. All staff members are selected, vetted and trained to a high standard to enable them to provide the safe and effective care of those who use our service. It is a criminal offence for people who are barred from working in Regulated Activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with our service users.

OVERALL PURPOSE OF THE JOB:

To provide the highest quality of care and support to all people who use the service in accordance with company policies and procedure, best practice and standards set by the regulatory body.

LOCATION:

Staff are required to work in one of the various supported living houses owned by Wellington Care in Hull and surrounding areas.

KEY INTERNAL CONTACTS:

People who use the service, other staff within the support team, Administration team, Facilities team (maintenance and domestic)

KEY EXTERNAL CONTACT:

People who use the services relatives, social workers, advocates, other professionals placing authorities, regulatory and inspection bodies, local services, statutory, voluntary and community neighbours

KEY TASKS AND RESPONSIBILITIES:

Participate in a rota of care for people who use the service as part of a team. Full time staff follow a two-week rota pattern consisting of alternating three shift and four shift weeks. Staff should be able to form appropriate relationships with service users and maintain professional boundaries at all times, while promoting independence and offering support when necessary in areas including:

- **Organise and participate in appropriate activities**
Support and actively encourage the health and well-being of all people who use the service. Contribute to the development of existing and new ideas to improve the quality of life of people using the service, including their leisure, social and independent living skills. Pro-actively support tenants to organise and participate in activities within their home and the wider community, staff to participate in the activities when appropriate and necessary.
- **Personal care**
Ensuring individuals' dignity is maintained at all times and given support with their personal and intimate care as required in their care plan. This may include bathing, assist with using the toilet, medication administration and assistance with dressing.
- **Domestic duties**
Maintain cleanliness in all communal areas. Support and encourage people who use the service to participate in daily living activities including, daily cleaning, laundry and ironing where appropriate

- **Meal Preparation**

Support people who use the service with meal preparation. This may include shopping and cooking, promoting and encouraging independence. This may also include support with eating and drinking when needed.

- **Additional Duties**

To fully support the individual to live and enjoy the life they wish to have. Fully involve them and their families to support them in all aspects of their care and support planning.

- Ensuring the individuals needs are met to maintain health and well-being, physically, mentally, and emotionally. Advocate on behalf of the individual and ensure no decision is made without them.
- Empower individuals to actively achieve their goals by taking time and communicating in their preferred method. Maintain an awareness of the individuals' beliefs and cultural needs, working in an open and trustworthy manner.
- Be alert to and proactive in safeguarding the health, safety and welfare of the people supported, yourself and colleagues based in the service, and escalate concerns in a timely, professional and appropriate manner.
- Act as a nominated Key worker to a individuals if required.
- Recording and evidencing outcomes in service user records, ensuring confidentiality. Contributing to the preparation, implementation, monitoring and regular review of individual care and support plans. Giving the individual a voice that is heard and their aspirations are worked towards with them.
- Support service users to arrange and attend appointments to the hospital, dentist, doctors and other services when required.
- Administer medication in accordance with Wellington Care's policies and procedures.
- Ensure that all service users are supported with managing their finances in accordance with their agreed care and support plan.
- To work in service user's homes for long periods of time in complex circumstances.
- Maintain and promote a positive behaviour support ethos when supporting and managing challenging behaviour.
- Work with and manage behaviours that may challenge enabling service users to develop from needing external control strategies to developing self-control strategies.
- Operate at all times in accordance with company policies and procedures, with particular referencing to safeguarding, whistle blowing, complaints, recording, reporting and positive behaviour support
- Flexibility to work in the wider community, own method of transportation required, this can include own car and public transport.
- Fulfil sleep-in duties in accordance with the agreed rota if required.
- Actively participate in team meetings, supervisions and reviews in accordance with company policy and standards set by the regulatory body.
- Actively participate in training and take responsibility for continuous personal development, with support from the line manager.
- To carry out any other reasonable and relevant duties as required.

- Generic tasks:

All staff are required to:

- Show courtesy and respect to tenants at all times to ensure that they enjoy the highest quality of life. Respect the confidentiality of tenants and their families at all times and involve families and friends in the service user's care and develop their trust.
- Be aware of, and at all times comply with all company policies and statutory requirements of the Health and Safety at Work Act, CQC regulations, Care Standards Act and all Regulations made there under, maintaining records diligently and accurately as required.
- Greet all visitors, and answer the telephone, in a friendly, courteous and efficient manner and promote Wellington Care positively at all times in the local community.
- Maintain good working relations with all colleagues at all times.
- This job description indicates the main duties and responsibilities of the post. It is not intended as a complete list and may be subject to review periodically.

Any offer of employment is subject to two satisfactory references and an enhanced DBS check with adults' barred list check.

Person specification

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
Educational / Professional Qualifications:	Educational / Professional Qualifications:
<ul style="list-style-type: none"> • Ability and willingness to work towards Level 2 diploma in health and social care • Ability and Willingness to complete the Care Certificate • Ability to demonstrate equivalent of level 2 in English 	<ul style="list-style-type: none"> • Hold NVQ level 2 or equivalent in health and social care • Level 2 qualification in literacy • Level 2 qualification in numeracy
Skills/Abilities	Skills/Abilities
<ul style="list-style-type: none"> • Ability to work well within a team • Ability to lone work and without direct supervision • Ability to work shifts including weekdays, weekends, evenings, waking nights, bank holidays and split shifts • Able to undertake personal care tasks • Numeracy and literacy skills • IT skills • Ability to complete tenants records both written and electronically 	<ul style="list-style-type: none"> • A Driver and willingness to undertake driving duties
Experience	Experience
<ul style="list-style-type: none"> • Experience of working in a health and social care setting preferably with adults 	<ul style="list-style-type: none"> • Understanding of Mental Capacity and DOLS • Experience of complex mental health
Character and personal attributes	Character and personal attributes
<ul style="list-style-type: none"> • Positive attitude • Honest, trustworthy and reliable • Respectful of tenants, staff members and other professionals • Approachable • Good organisation skills • Good professional boundaries • Good personal resilience • Enthusiastic and committed to supporting services users to achieve positive outcomes • Demonstrate an empathetic caring nature • Demonstrate an authentic interest in maintaining the quality of service in accordance with the standards set by Wellington Care • Demonstrate a commitment to further and continuing professional development. 	<ul style="list-style-type: none"> • Driver, and willingness to undertake driving duties

