

JOB DESCRIPTION: - SUPPORT WORKER

1. POST IDENTIFICATION

Post Title (full): Support *Worker*

Main Location/Base: As advertised

Reports to: *Staff Nurse/Registered manager*

Accountable to: Directors

2. SUMMARY OF ROLE

Carry out assigned tasks involving client care, in support of, and supervised directly or indirectly by a qualified nurse

- Key Worker for a client or group of clients
- Maintaining and improving quality standards
- Self and service development

You will work on a shift pattern basis.

3. MAIN DUTIES

Clients

- Assist with the physical care of clients, as instructed and required.
- Report condition of clients and receive instructions.
- To participate in the provision of a range of stimulating and creative activities, both indoors and outdoors, using local facilities, e.g. swimming pool, local clubs, and other age appropriate activities.
- Assist with nursing procedures as required
- Assist with care of clients' money.
- Assist with the admission, discharge and transfer of clients.
- Assist in teaching clients skills of home-making, domestic and personal care.
- Provide assistance in self-help skills, to give clients the opportunity to learn new skills.
- Escort clients locally, as directed by the Nurse in Charge.
- Show enthusiastic participation within multi-disciplinary team.
- Act as key worker role to client/s.
- Assist in observing and carrying out procedures and programmes.
- Escort clients to place of occupation and to participate in activities, when necessary.
- Will be required to drive the home's vehicles.

Communication

The role requires the post holder to:

- Interact with others on a regular basis, team meetings.
- Attend meetings, reviews as required
- ensure effective communication – particularly to people who have barriers to understanding

Personal and People Development

The role requires the post holder to:

- To be open and honest
- To be flexible to the needs of the clients and service.
- To be a good role model at all times.
- To be able to act upon information received in different forms.
- To act in a professional manner
- Establish and maintain good communication and co-operation between staff and relatives, other professionals and agencies.

- To participate in their own regular supervision and appraisal.
- Promote good relationships
- To participate in study days.
- To maintain statutory training requirements.
- To take responsibility for own needs in self-development and lifelong learning.
- To report to line manager any difficulties that may occur to prevent you carrying out these procedures.

Health Safety and Security

The role requires the post holder to:

- Assist in maintaining own and others health safety and security
- Monitor and maintain health, safety and security of self and others
- Promote, monitor and maintain best practice in health, safety and security
- Maintain and develop an environment and culture that improves health, safety and security
- Carry out risk assessments
- Move patients on a regular basis.
- Be exposed to bodily fluids on a regular basis

Service Improvement

The role requires the post holder to:

- To co-operate with the Co-ordinator in maintaining good working relationships with other professionals, Doctors, Social Workers, Psychologists and any other professional or agency involved with the clients.
- Receive and prepare reports when required.
- Establish and maintain good working relationships with all other staff.
- To attend Staff Development Programmes, workshops, training courses, seminars and conferences as required.

Quality

The role requires post holder to:

- Maintain quality in own work
- Develop a culture that improves quality
- Be equipped in patient centred planning and health action planning.
- To enable clients to lead fulfilling and rewarding lives so that they are able to play a full part in society.
- To acknowledge the people that use our service have the same rights as everyone else.
- To respect the privacy and dignity of each individual.
- To ensure codes of confidentiality are adhered to.
- To endeavour to create opportunities for a valued lifestyle as specified in valuing people.
- To ensure client care encompasses “the five accomplishments” (community presence, choice, competence, community participation and respect).
- To keep update with current best practice.

Equality and Diversity

The role requires post holder to:

- Act in ways that support equity and value diversity
- Support equality and value diversity
- Promote equality and value diversity
- Develop a culture that promotes equality and values diversity

5. ROLE OBJECTIVES

- To participate in the monitoring of quality standards and outcome measures to evaluate the client care.
- To co-ordinate person centred plans and health action plans.
- To ensure that any reported or observed untoward incidents are dealt with in accordance with organisational policy and procedure.
- To be aware of and share responsibility for health and safety and work.
- To be aware of all aspects of abuse and the reporting procedure.
- To promote a positive culture.

N.B. This job description gives a general outline of the post and is not intended to be exhaustive or inflexible. It may be amended from time to time in consultation with the post holder and a recognised Trade Union if appropriate.

Terms & Conditions of Service: This appointment is subject to the terms and conditions of employment of Vital HealthCare Services Ltd.

Health & Safety at Work Act: The post holder must be aware of the responsibilities placed on him/her under the Health & Safety at Work Act 1974 to ensure that agreed procedures are carried out and that a safe working environment is maintained for patients, visitors and colleagues.

Special Requirements: This position will involve you working with children or vulnerable adults and will therefore be subject to a Criminal Records Check carried out by the Criminal Records Bureau.

6. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Service Manager's Signature:

Date: