



## Role Profile

<b>Job Title:</b> Support Worker	<b>Role Profile Number:</b> SO00073
<b>Grade:</b> L	<b>Date Prepared:</b> 10/07/2017
<b>Directorate/Group:</b> Adult Commissioning	<b>Reporting to:</b>
<b>Structure Chart attached:</b>	

### Job Purpose

The Support Work will provide practical, emotional and physical support for service users within In House services living in a care home or independently in Swindon. The aim being to meet the needs of older and younger adults, to maintain and develop their skills to maximize their independence and maintain a high quality of life. The Support Worker may be asked to work with other service users within the In House services at the discretion of the Manager.

Under the guidance of the Senior Support Leads, the Support Workers are responsible for ensuring the service functions effectively and develops skills to promote independence as follows:

- being supported to make their own choices about their lives
- living in a way that promotes privacy and dignity in their home and life
- being supported to aspire to reach their true potential
- being given the opportunity and support to develop new skills
- being a valued, contributing and positive member of the local community

### Key Accountabilities

- To be available to work within a flexible rota:
  - Day staff: days, evenings, weekends and bank holidays
  - Night staff: nights, weekends and bank holidays
  - Fulfil sleep-in & waking night duties in accordance with the agreed rota where required by

nature of service.

- Support line managers with people transitioning from residential settings to their own home
- Support Service Users in implementing a person centered care and support plan, outlining the fundamental independent living skills, key skills and independence skills within the care settings or their home
- Make accurate and appropriate entries in Service User's records, diaries and reports as necessary
- Support and enable Service Users to maintain a level of personal hygiene
- To participate in a range of formal and informal meetings regarding service users' needs. This to include organizing and preparing regular Service Reviews
- Ability to deal with complex behaviour that may challenge
- Allocations of daily tasks and day to day decision making under the supervision of the line manager
- As appropriate and in consultation with the manager, address issues of concern on behalf of the service user. Support service users to advocate for themselves as much as possible
- To work to and adhere to the principles of all Swindon Borough Council's policies and procedures for example Confidentiality, GDPR together with CQC, the Care Act, Nice guidelines and all other legislation and regulatory requirements
- Organise and participate in appropriate activities and enable Service Users to take part in a wide variety of activities.
- Safeguard Service Users and ensure their safety and wellbeing at all times
- Administers medication in accordance with the standards set by the Regulatory Body and the policies and procedures
- To assist Service Users in managing their finances, this could include helping with shopping, confirmation of finances and reassurance regarding finances
- Check the daily diary and organise the appointments for that day
- Work positively and effectively with relatives, advocates and others involved with Service Users
- Communicate effectively with other staff to ensure a consistent approach
- Liaise with staff from other departments to provide a consistent approach to all aspects of Service User care
- To participate in the monitoring of service users mental and physical health, and to support and enable them to access Health agencies as required
- The ability to work independently and part of a team
- To provide service users with emotional support for palliative and end of life care in conjunction with their families, friends and staff team
- Respond appropriately to incidents as they occur and report to senior staff accordingly
- Take responsibility for assigned tasks determined by senior staff or line manager
- To support the Service User by acting as an internal advocate, involving them in every aspect of their care
- To make decisions, which may affect the service users in an emergency, liaising with 999-ambulance service, out of hours GP

### **Supplementary Accountabilities**

- It is the responsibility of all employees to work with managers to achieve a healthy and safe environment and to take reasonable care of themselves and others. Specific individual responsibilities for Health and

Safety will be outlined under key responsibilities for the post

- For a transitional period you are required to work with the service user in their current placement which maybe out of area, and may require you to stay for a period of time for training
- Take all reasonable actions to ensure the security of the premises, property and equipment and the premises, property and equipment of partner organisations
- It is the responsibility of all employees to support Swindon Borough Council's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of SBC Equality & Diversity Strategies and Policies
- As an employee you will have access to information which is sensitive to either an individual or the organisation and you are reminded that in accordance with the requirements of Information Governance, GDPR and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully, failure to do so may result in disciplinary action

### **Knowledge & Experience**

- Eligible to work in the UK
- Able to complete all elements of the induction programme
- Able to attend and participate in all statutory training events
- Experience in care or able to demonstrate the core values and principles in care

### **Ability to**

- Provide personal care for people
- Provide support to complex and behaviours that may challenge
- Support people in day to day activities at home and in the community
- Support people with domestic tasks including but not exclusively; cooking, cleaning, laundry, shopping
- Support people taking part in leisure, recreation, social and educational activities
- Work independently and as part of a team
- Work a shift pattern including weekends, evenings, sleep-ins & waking nights

### **Qualifications**

- RQF level 2 in Care (Adult) or willing to work towards
- Basic literacy skills
- Basic numeracy skills
- Basic IT skills

### **Decision Making**

- Take part in audits, assessments and investigations into matters of health, safety and security
- Take all reasonable actions to ensure the security of the premises, property and equipment and the premises, property and equipment of partner organisations

## Creativity and Innovation

- Support service users to achieve the life they wish to lead by following their individual person-centred support plans

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	no
<b>Number and types of jobs managed</b> 0	<b>Responsibility</b>	none
<b>Typical tasks supervised/allocated to others</b> none	<b>Asset Responsibility:</b>	none

## Contacts and Relationships (how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Comply with Swindon Borough Council and local procedures to safeguard lone workers
- Report on service user progress and changing personal care and support needs
- Contribute to excellent working relationships with specialist health care teams, day support service staff, care managers and primary health care teams

**Other Key Features of the role** (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	