



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Support Worker - Swindon Family Breaks	Role Profile Number: SO00024
Grade: K Salary:	Date Prepared: 15/05/2015 & Evaluated 27/1/16
Directorate/Group: Adult Commissioning	Reporting to: Unit Manager
Structure Chart attached:	

Job Purpose

To support users of the service with all aspects of daily living, personal care, medication, nutrition. Post holder will be expected to support individuals mainly within the building based setting however when required there is a need to support individuals to access the wider community and offer support advice to service users and their representatives. To work with individuals in a respectful, empathic manner to support individuals to reach their goals.

Key Accountabilities

- Assist in providing support and care to service users in accordance with their agreed support plans and achieve this in a person centred way.
- Assist in providing services that comply with the requirements of the Health and Social Care Act 2015, meet or exceed the Essential Standards of Quality and Safety, and in accordance with the local Statement of Purpose and Service User Guide.
- Work within the legislative requirements of the Health and Social Care Act 2008 and the associated Essential Standards of Quality and Safety.
- Comply with all other legislative requirements applicable to the service and workplace.
- Report suspected or disclosed abuse to a senior manager immediately.
- Maintain service users' rights, dignity, privacy and respect and follow principles of confidentiality.
- Support service users in taking medication in accordance with agreed policies and procedures.

- Act as key-worker to individual service users, liaising with relatives, carers and other key people in their lives as appropriate.
- Contribute to individual person-centred support plans and take part in meetings and reviews as required.
- 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.

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.
- Take all reasonable actions to ensure the security of Trust 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, Data Protection Act 1998 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.

Ability to

- Provide personal care for people.
- Support people in day to day activities at home and in the community.

- Support people with household tasks including but not exclusively; cooking, cleaning, laundry, shopping.
- Support people taking part in leisure, recreation, social and educational activities.
- Experience of working with people with disabilities.

Qualifications

- NVQ level 2 in Care (Adult)/Level 2 Diploma in Health & Social Care (Adult).
- Basic literacy skills.
- Basic numeracy 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 Trust 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.

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

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people?"

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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)

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Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	