

ADULT COMMUNITY SERVICES

SUPPORT WORKER

BAND 3

JOB DESCRIPTION

JOB SUMMARY:

The post holder is a member of the adult disability service that supports people with a learning disability. The post holder can be based in a variety of settings including residential homes, supported living, short break service and the outreach team.

Staff are required to work a shift system that offers support 24 hours a day, and work alongside colleagues and this includes senior staff.

Staff are involved in all aspects of maintaining the area using the active support model, this may include cleaning, shopping, washing ironing, cooking etc. Service users will be encouraged to participate in these activities with the staff.

Staff will take on the role of key worker, ensuring the role is undertaken in accordance with service principles, procedures and quality standards, and participate in providing a high standard of physical and emotional care to service users.

Staff are expected to hold a driving licence and be prepared to drive service vehicles. The Manager can apply a level of flexibility with this requirement.

RELATIONSHIPS:

- To support and enable service users to attain skills that maximise their potential, intellectually, socially and emotionally.
- To communicate effectively with colleagues and senior staff on all matters related to service users and the general running of the area, attending staff meetings that are held on a regular basis.
- Effectively and appropriately communicate with service users.
- To assist and support, where appropriate the involvement and contact of parents, relatives and friends of the service user.

MAIN DUTIES AND RESPONSIBILITIES:

- To participate with senior staff and members of the team in providing and maintaining a homely environment, and work in a person centred way, respecting the rights and dignity of the individual.
- To promote the well-being and general health of service users, and report any change in the needs of service users to senior staff.
- To act as key worker to designated service users. The key worker role will include tasks such as:-
 - Organising service user's person centred plans, this will involve writing a one-page profile arranging a venue, invite list, contacting someone to chair the meeting and distribute relevant paperwork.
 - Co-ordinating Health Action Plans and health appointments where necessary.
 - Attending MDT and other appropriate meetings when needed.
 - Liaising with family members and discussing aspects of care and support.
- Act as shift leader when allocated by manager, this will include - co-ordinating and organising tasks and activities to be undertaken on shift.
- To administer medication as described within the Adult Disability Medication Policy.
- To provide and assist service users, as stated in their care plan, in all aspects of their personal care needs as required by their condition, culture and wishes with sensitivity, respect and dignity.
- To advocate on behalf of service users and present accurate verbal, electronic and written reports as required.
- To support and enable service users to attain skills that maximise their potential, intellectually, socially and emotionally using the active support model.
- To support and accompany service users with person centred social activities, holidays and activities that support personal wellbeing using the active support model within the community and their home.
- To assist and support service users in the use of their personal monies.
- To participate and attend in activities that promote health and wellbeing for example horse riding, gym and swimming activities.
- To maintain the confidentiality of information as required by policy.
- To be aware of the Spiritual and cultural needs of service users and support them to meet these needs.

- To take positive steps to reduce risk, whilst maximising service-users opportunities to gain broad life experiences.
- To work in accordance with the States of Guernsey and Service Policies, Procedures and Standards.
- To carry out delegated appropriate administrative duties.
- To attend for duties at times stated on the Duty Roster, and be aware this maybe changed at short notice dependant on service user need. The post holder may be expected to shift work that may include:- early and late shifts sleep ins and night wakes
- To accept redeployment, at times of staff shortage etc. to any other area of the service and undertake duties as delegated by the manager of the area.
- To be familiar with the testing of the fire alarm and fire evacuation procedure and be able to implement the procedure when necessary.
- To be aware and report any damage or repairs in the area, which may cause injury or present a risk to individuals in the area.
- To report any accident/incident to a senior member of staff and complete an Incident Report.
- To attend and contribute to training courses, study days and other forms of training as required.
- To participate in regular supervision, annual appraisals and identify personal training needs.
- To undertake such other duties as appropriate to your responsibilities, grade and ability as directed by manager
- To work in accordance with the HSC 20/20 vision.
- To take all possible steps to safeguard policy the welfare and safety of service-users, colleagues and self, in accordance with Health and Safety at Work (General Ordinance, Guernsey 1987).
- To follow appropriate moving and handling techniques in the work area whilst maintaining health, safety and security of others.
- To identify any actual or potential risks involved in working practice.
- To comply with principles contained in the Data Protection Law (Bailiwick of Guernsey 2001)
- To ensure compliance with policies established for the Health and Safety of the service users and staff.

This Job Description is not intended to be detailed list of all the duties required to be undertaken. Reviews may take place at any time, but specifically at yearly intervals.

A full DBS check will be undertaken.

KEY CRITERIA:

Essential

- To be willing to work towards the Level 3 VQ Diploma in Health and Social Care or equivalent (e.g. Level 3 BTEC Advanced Certificate in Positive Behavioural Support)
- To hold a valid driving licence (this may be negotiated with the manager dependant on area.)
- To have a good level of written and verbal communication skills.
- Competent IT skills.
- To be friendly and approachable.
- An understanding of person centred care and support
- To have patience and empathy when supporting service users.
- Have the ability to work as part of a team.

Desirable

- Care certificate
- Complete Service standard medication competency