Job Description – Support Worker

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| VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION | |
| Job Title: | Support Worker |
| Reports to: | Senior Support Worker / Shift Leader / Registered Manager |
| Job Overview:  (note: In addition to these functions employees are required to carry out such duties as may reasonably be required) | 1. To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under direction of the Shift Leader / Registered Manager 2. To support and enable Individuals we support to maintain skills and personal interests whilst delivering person-centred care unique to each individual. 3. To maintain skills at a current level, undertake such training and development as required from time-to-time and progress knowledge. |
| Location: | You may be required to work from other locations at the discretion of the company and with appropriate notice. |
| Working hours: | 9 days over a 14 day period, with varying shift patterns as agreed with the Registered Manager. |

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| Responsibilities and Duties of the job | |
| Role Specific Duties: | 1. Ensure Individuals we support are at the heart of care delivery and their wishes and preferences enhance their wellbeing. 2. To contribute to the efficient running of the home. 3. Support Individuals to maintain their relationships and connections with the local community. 4. Ensure Positive Behaviour Support Plans (PBSP) and other information about how to support Individuals are followed. 5. Dispense medication following Community Therapeutic Services policies and procedures. 6. Be responsible for informing Shift Leaders / Registered Manager of any changes in the needs of the Individuals we support. |
| Working with Others: | 1. Develop effective working relationships with other employees. 2. Work in co-operation with members of the multi-disciplinary teams to maximise opportunities for the Individuals we support. 3. If desired by the Individuals we support, maintain and develop relationships with family, friends and other people important in their life. 4. Support the key-worker team |
| Leading by Example: | 1. Seek opportunities for personal and professional growth. 2. Be a role model for other Support Workers and be an ambassador for Community Therapeutic Services. 3. Be a role model for Individuals we support. 4. Be professional, polite and reasonable at all times. |
| Personal Responsibilities: | 1. Knowledge of, and work within, the Fundamental Standards. 2. Understand the regulatory framework that governs the service, including the role of CQC and their requirements. 3. Commit to achieving the relevant qualifications relevant to the role *e.g. The Care Certificate.* 4. Attend statutory training and any other training as directed by the Registered Manager. 5. Understand and follow all policies and procedures relevant to the role. 6. Be open to learning opportunities. |

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| Person Specification |
| **Proficient Written Skills**   * Maintain all PBSP and records in accordance to Community Therapeutic Services policy |
| **Leadership Skills**   * Provide Individuals with support / assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom. * Communicate any problems, concerns or changes to the Individuals we support to the appropriate person. |
| **Communication Skills**   * Support Workers must build a rapport with Individuals by establishing personal connections and showing an interest in their lives. * Support Workers must be able to communicate effectively with the Individuals we support. * Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of the Individuals we support. |
| **Problem-Solving Skills**   * Support Workers need to be able to adapt and address situations quickly, plan, develop, implement and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection and advise the appropriate person (Shift Leader / Registered Manager) without delay. |

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| Value-Based Personal Qualities | |
| Value | Specific Requirement |
| **Respect** | Taking time to listen, understand and include difference |
| **Caring** | Supporting others in a kind and empathetic way |
| **Trust** | Built on honesty and integrity, creating an open, transparent and safe place to be. |
| **Passion** | We use our energy and determination to be positive and inspiring |