

# Job Description and Person Specification: Support Worker

## Overview:

Job title:	Support Worker
Vetting level:	The Disclosure and Barring Service (DBS).
Reporting to:	Registered Manager/Deputy Manager
Specific role purpose:	<p>A Support Worker is responsible for meeting the personal needs of residents/tenants in a way that respects the dignity of the individual and promotes their independence, using a person-centred approach.</p> <p>An intrinsic aspect of the role is to provide respectful support, using positive approaches to achieve the greatest independence and quality of life, based on an understanding of what is important to and for the person being supported.</p>
Specific role responsibilities:	<ul style="list-style-type: none"> <li>• As a Lisieux Trust employee there is a responsibility to protect and safeguard vulnerable people (children and adults). Demonstrating an awareness of child and adult protection procedures and who to contact within Lisieux Trust for further guidance.</li> <li>• To ensure the provision of care is delivered to all residents/tenants, which includes external medical professionals and the administration of prescribed drugs and treatments.</li> <li>• Manage day to day expenditure; within the limits prescribed by the Finance Manager, including dealing with Petty Cash and individual residents/tenants personal finances in accordance with Lisieux Trust Finance Policies.</li> <li>• Updating, reconciling and recording of all financial transactions; as agreed by the Finance Manager.</li> <li>• To work within the legislative framework of the Registered Care Homes Act 1984 and in accordance with both the regulating and/or funding authorities.</li> </ul>

- To work in the role of a Key Worker to individual residents/tenants and contribute to the assessment of needs of each service user in conjunction with the service user, relevant professional agencies and, where appropriate, the service user's family, and develop a care plan which provides a satisfactory quality of life for that person. Ensure that all care plans are reviewed regularly and kept up to date in accordance with CQC and company requirements.
- To ensure that residents/tenants financial affairs and their money is managed and recorded properly and with the utmost probity.
- Ensuring that regular documentary evidence of the above is kept up to date.
- To report complaints in accordance with CQC Guidelines and Company Policy, to the Project Manager.
- To ensure the efficient running of the domestic character, including cleaning and the reporting of all maintenance of the Care Home/Project.
- To complete resident/tenants personal files, Person Centred Plans (PCP), Communication Book, Daily Diaries, Individual Support Hour forms and any other documents as advised by the Line Manager.
- To report any emergency situation to the Line Manager and/or Emergency On-Call, in line with Lisieux Trust Policies and Procedures.
- Support Workers must undertake prescribed mandatory and supplementary training as directed by their Line Manager.

Performance standards:

- Ensure that the residents/tenants within the Care Home/Project are generally happy, contented, fulfilled and opportunities are provided for them to enhance their skill and social levels.
- Report to the Line Manager any legitimate complaints, compliments and suggestions.
- Support the residents/tenants with their individual financial targets and budgets, as set out within Lisieux Trust Finance Policies and individual Finance Risk Assessments/PCP.
- Responsible for understanding and complying with statutory and legal requirements relevant throughout the home, including HACCP, COSHH, Health and Safety, all aspects of the Health & Social Care Act to maintain a safe environment throughout the home.
- Ensure the standards; as laid down in Lisieux Trust Employee Handbook and to follow all Lisieux Trust Policies and Procedures, within the Operations Manual.
- Attend Staff Meetings, Appraisals and Reviews in accordance to your staff rota.
- Identifying and feeding back on good practice to the Line Manager and other colleagues and reporting poor practice, abuse or neglect in line with Lisieux Trust Abuse, Safeguarding and Whistleblowing Policies and Procedures.
- Support Workers are to complete their own Timesheet, accurately in accordance with Lisieux Trust Timesheet Policy.
- Where required, provide support to maintain personal hygiene, whilst at all times ensuring individuals dignity. Activities will include ALL aspects of Personal Care.
- Assisting with food purchases, preparation and at meal times.
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**Specific competencies required for effective performance.**

This section details the requirements for experience and knowledge.

<p>Essential:</p>	<ul style="list-style-type: none"> <li>• Reliable and punctual.</li> <li>• Demonstrate an awareness of, and commitment to, Equal Opportunities.</li> <li>• Organise and prioritise own workload effectively.</li> <li>• Communicate clearly; in writing and verbally, with the ability to adapt communication style to a range of levels; including being the need to be an effective listener.</li> <li>• Able to follow instructions, written &amp; verbal.</li> <li>• Able to deal with challenging behaviour positively, should the need arise.</li> <li>• Support Workers may be required to carry out manual handling duties; in accordance and compliance with Manual Handling Operating Regulations.</li> <li>• Willingness to work within geographical area which may involve working from several bases.</li> </ul>
<p>Desirable:</p>	<ul style="list-style-type: none"> <li>• Understanding of the Health &amp; Social Care Act and Health &amp; Safety legislation.</li> <li>• A willingness to work toward Diploma Level 2 in Health and Social Care qualification.</li> <li>• Full Driving Licence.</li> <li>• Excellent interpersonal skills Professional, confident and warm personality.</li> <li>• Have a caring disposition.</li> <li>• Supporting people with Learning Disabilities in either the community and/or in their own home.</li> </ul>

Hours of work and flexibility:

- The role will include working mornings, afternoons, evenings, nights, weekends, and Bank Holidays. There may also be a requirement for split shifts and sleep-ins with some posts.
- The post holder may be required to undertake other duties appropriate to the post and hours of work or work at other premises and locations, but the organisation will always discuss this with the Post Holder first. Lisieux Trust may also revise or change this Job Description as and when the need may arise.