

Job Description

Title: Support Worker

Reports to: Senior Support Worker/Deputy Manager

Responsible to: Home Manager

Aims of Post:

- To assist in the creation of an environment where through the use of "PCP" Person Centred Planning, individuals are supported in recognising their life potential.
- To provide opportunities for engagement in occupational, vocational and recreational activities and to encourage both individuality and informed choice regarding all such activities.
- To carry out assigned tasks involving service users care/training with the service users and to act as key worker for an assigned service user following a period of training.
- To enable each service user to develop strategies to support their individual needs.

General Functions/Duties:

1. To assist colleagues in maintaining an environment for the service users which is consistent with the highest standards of care.
2. To contribute to a happy home where service users can live as independently as their disability allows, ensuring that individuality and dignity are retained.
3. To offer practical support and encouragement in the meeting of physical needs, ensuring the highest standards of care are constantly met.
4. To appreciate the emotional and psychological needs of all service users, assisting them in the development of appropriate coping strategies regarding day to day problems and long term plans.
5. To participate in each service users daily structure of organised therapeutic, social, occupational and recreational activities. To encourage service users to grasp wider opportunities for both physical and mental self-fulfilment.
6. To accurately implement all programmes and guidelines for each service user at all times. To collect data and maintain records regarding this data in service users records, to a high standard.
7. To establish with service users a relationship of mutual respect, understanding and tolerance.
8. To work as a member of a professional team ensuring the effectiveness of the services provided and to help in the development of team skills.
9. To respect the confidential nature of all information concerning each service user. To bring matters of concern regarding staff or service users to the attention of the manager and to keep such matters strictly confidential.
10. To be fully aware of the philosophy of Dolphin Homes and to demonstrate such understanding in practice.

11. To follow the direction of senior staff. Senior staff may have to make decisions that will have to be carried out without an opportunity for discussion. Queries and proposals will be able to be put forward at regular meetings.
12. To attend all meeting they are required to.
13. To attend all training activities that they are nominated for. These sessions will be arranged around your working hours and if necessary cover provided for you to attend. Other training events may be away from the home. You will be reimbursed for reasonable expenses for these sessions. All copies of training material must be retained to keep up to date with developing care practices, procedures and legislation.
14. To ensure that all visitors are met and greeted in a courteous manner and efficiently directed to the senior member of staff on duty or the service user that they have come to visit.
15. To be aware of hygiene, first aid and fire precautions in the home and how to respond in the event of a fire or other emergency and any other procedures that will be required.
16. To assist with the preparation, serving and cleaning away of meals as required and to encourage service users with their capabilities in this area.
17. To report to the manager:
 - Any changes in the service users physical or mental state.
 - Any accident or unusual incident.
 - Any serious problem that may arise.
 - Any matter of concern expressed by a service user whether physical, emotional or spiritual.
18. To undertake household tasks as required and any other reasonable task requested by management appertaining to the service users.
19. To be flexible with regards to supporting the home on occasion by covering extra hours.
20. To assist in the administration of medication.

Note:

All staff must undertake the administration of medication training at the level required by the CQC.

It is expected that the manager and care staff will become fully conversant and maintain their proficiency in the use of PROACT SCiPr UK

This job description is subject to review and periodical adjustment.