

JOB DESCRIPTION

JOB TITLE
Support Worker

REPORTS TO
Team Leader (Care)

1. JOB PURPOSE

To provide the highest standards of care and protection for our Service Users, ensuring that they are treated with dignity and respect and that they maintain and develop daily living skills to the best of their ability.

To ensure the operation and service provided by the residential home(s) is

- **Safe**
- **Effective**
- **Caring**
- **Responsive**
- **Well led**

and fully compliant with all

- Legislative, statutory and regulatory requirements
- Internal policies, procedures, and guidelines
- The highest standards of service delivery, corporate culture and personal values

2. PRINCIPAL ACCOUNTABILITIES

2.1 To ensure care provided is **SAFE**

- In accordance with David Lewis policies, be familiar with and regularly refresh knowledge of the Aspects and Indicators of Abuse in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the Lead Person without delay.
- To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees, service users and visitors and comply with best practice and legal requirements.
- To administer basic first aid and CPR in line with training.
- To provide a safe, homely and nurturing environment and establish daily routines providing structure and stability for Service users.
- To promote Service Users' right to confidentiality of information in accordance with the guidelines of Company Policy and Data Protection laws.
- To assist with aspects of personal and intimate care as required for each Service User which may include –

| | | | |
|-------------------------------------|-----------------------|-------------------------|--------------------|
| Bathing, showering, drying, shaving | Dressing / Undressing | Hair / Nail / Foot Care | Feeding |
| Domestic / Clinical Waste Disposal | Dental hygiene | Toileting / Catheters | Stomas / Peg Feeds |

2.2 To ensure care provided is **EFFECTIVE**

- To gain an understanding of epilepsy, autism and other neurological problems and an acceptance of their effects on an individual.
- To make an active contribution to the team working closely with others to provide the highest standards of care; to build and maintain appropriate relationships with Service Users, families, colleagues and other professionals.
- To keep accurate, legible, and complete records relating to individual programmes of care and education.
- To support the people who use our services in the enablement and provision of life skills this will involve assistance in domestic duties and other learning activities.

- To attend and participate in Service User activity holidays and trips, participate in swimming sessions and other activities as per each individual's Person Centred Plan.
- To undertake domestic duties as and when required, as part of providing a home life environment for the Service Users, which may include –

| | | | |
|--------------------------------------|-------------------|-----------|----------|
| Menu planning / Cooking / Service | Laundry / Ironing | Shopping | Cleaning |
| Tidying / Mopping | Vacuuming | Polishing | |

2.3 To ensure care provided is **CARING**

- To encourage independence and choice, support learning and development by recognising potential, building self-esteem and maximising individual capacity for independence.
- To contribute to the prevention and management of challenging behaviours in a non-confrontational, non-judgemental manner, using a consistent approach and following behavioural management guidelines.
- To attend appointments and review meetings for Service Users and provide support to the service user families.
- To support service users in the preparation, cooking and serving of food, ensuring standards are met in respect of nutrition, environmental health, dietary requirements etc.

2.4 To ensure care provided is **RESPONSIVE**

- To effectively communicate with service users, following individual plans and using the appropriate resources and aids.
- To contribute to the development, provision and the review of individual Service Users' care plans and programmes.
- To enable the Service User to access their educational, work experience or work based learning environments and to support the Service User in these activities.
- Ensure own knowledge and understanding of the Mental Capacity Act and Deprivation of Liberty Safeguards ensuring correct procedures are followed.

2.5 To ensure care provided is **WELL LED**

- To be flexible and willing to work across a variety of settings to meet the needs of the individual and the Company.
- To actively participate in all Company training and develop practice following attendance.
- To uphold and behave in accordance with the David Lewis mission, vision and values and the Employee Code of Conduct.
- To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.

2.6 **General**

- To assist with any other Ad Hoc duties required as and when the business may require them.

3. PERFORMANCE MEASURES

- As measured by external regulatory inspections, internal monitoring and routinely reported Key Performance Indicators – a residential home(s) / service which is judged to be:
 - **SAFE**
 - **CARING**
 - **RESPONSIVE**
 - **EFFECTIVE**
 - **WELL LED**
- Quality of relationships with Service Users, families, staff and other professionals, measured by feedback and observation

- Line Manager satisfaction with quality of work produced, competence level, all measured by feedback, performance appraisals and ongoing performance management
- Development of professional skills measured by enhanced competence and attaining qualifications

4. KEY COMPETENCIES (see attached document for detail)

| | | | |
|--------------|----------------|----------------|-----------------------------|
| Safety | Communication | Person Centred | Supporting the Service User |
| Safeguarding | Record Keeping | Use of ICT | Team Working |

5. KNOWLEDGE, SKILLS AND EXPERIENCE

- Level 2/3 or equivalent qualification in Health and Social Care, or willing to train
- Two years' experience of working in a similar care environment (desirable*)

Disclosure and Barring Service (DBS) Checks: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an "Enhanced" level check. Information about this disclosure can be found at www.gov.uk. To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment history, an Enhanced DBS check and a check of the DBS barred lists.