



SUNDERLAND HOME CARE ASSOCIATES LTD

INDEPENDENT FUTURES

JOB DESCRIPTION

1. JOB DETAILS

Job title: Support Worker

2. Job Purpose: To work as part of a team to assist people who have a learning disability to live valued lives and make full use of the opportunities available to them in the community. This includes undertaking personal care duties.

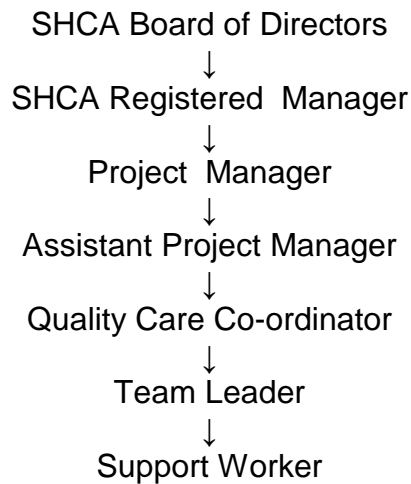
3. DIMENSIONS

The supported living home will provide offer 24-hour care and support to the service user.

Staff reporting to Team Leader:-

Home Support Workers

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

- a) Mature, honest, reliable, caring personality with common sense approach
- b) Previous experience of working with people with learning disabilities would be an advantage
- c) Personal belief in individuals rights and to act in the interest of people with learning disabilities
- d) Ability to use own initiative and make decisions within own level of competence
- e) Ability to respond to situations in the absence of senior staff
- f) Ability to communicate appropriately, both verbally and in writing and to respect confidentiality
- g) Ability to keep accurate financial records
- h) Commitment to 24 hour care/support
- i) Flexibility to work unsociable hours/sleep-ins/night duty
- j) Ability to motivate oneself and others
- k) Ability to work as a team member
- l) Basic awareness of health and safety issues, including COSHH, Moving Handling, food hygiene, Fire prevention.
- m) Car Driver desirable
- n) Requirement to complete National Standards training requirements, to include: - Induction, foundation and commitment to work towards and achieve NVQ 2 Care.
- o) Able to work toward and achieve the safe handling of medicines certificate
- p) Knowledge of the protection of vulnerable adults is desirable
- q) A commitment to working in an employee owned social enterprise.

KEY RESULT AREAS

Health and Safety

1. Demonstrate the ability and be involved in drawing up and implementing Risk Assessments, under the direction of the Team Leader
2. May need to demonstrate the ability to safely use equipment for moving and handling of service users including clamping wheelchairs into the vehicle and report to Team Leader.
3. Demonstrate the ability to maintain a safe environment and identify areas of concern. Report issues of staff and client safety to Team Leader.

Individual

4. Demonstrate the ability to plan and prioritise own time to meet the needs of service users and follow Scheduled and pre planned /activities or appointments for the day
5. Demonstrate the ability to promote equality and diversity for service users.
6. Demonstrate ability to undertake key holder duties as required by the Team Leader
7. Demonstrate the ability to work within a team and respond positively to colleagues Inform Point of Contact, Project Manager or Assistant Project Manager of any staff shortages at short notice and seek advice for any other issues in absence of Team Leader.
8. Respond positively to changes in the needs of the service.
9. Demonstrate the ability to work unsupervised within set guidelines, which include a Point of Contact support mechanism via telephone..
10. Demonstrate the ability to be the responsible person on duty and keyholder in the absence of the Team Leader and to follow daily routines and activities without their direct supervision. This could include lone working for a period of duty as dictated by the individual service.
11. Use the framework of support from the Point of Contact system for any advice support that is outside of normal routine.
12. Demonstrate own duties to new workers.
13. (Car Drivers) Demonstrate the ability to drive house vehicle this can be a car or a minibus adapted to take wheelchairs but does not require a passenger carrying vehicle driving test

Care/Support

14. Demonstrate the ability to be involved in the drawing up, implementation and evaluation of individual care plans under the direction of the Team Leader
15. Demonstrate the ability to cook and prepare meals in conjunction with the service users.
16. Demonstrate the ability to administer medication, as required, including interventions such as peritoneal entero gastric feeds and Rectal Diazepam including ordering and checking medications.
17. Demonstrate the ability to teach clients basic skills including house keeping in the home.
18. Demonstrate initiative and decision making skills including the management of disturbed Aggressive /violent behaviour, mental health issues within defined protocols.
19. Demonstrate the ability to assist clients with a range of support / personal care needs. This can include moving and handling, assisting wheel chair use, use of hoists, bathing and other personal care needs, including peg feeding and other interventions.

20. Demonstrate the ability to handle and maintain accurate financial transactions and records, using Organisation/service user's bank accounts, adhering to procedure. act as signatory on behalf of the Organisation or service use.
21. Demonstrate the ability to work as part of and contribute to the multi-disciplinary team and escort service users to appointments
22. Function as a key worker for a named individual, taking delegated responsibility from the Team Leader to focus on the interests of that individual.
23. Obtain permission/advice from the Team Leader or Point of Contact for administering any 'As and When Necessary' medication, unless otherwise stated in the individual care plan and dictated by the G.P./medical officer.

Communication

24. Communication will be both written and verbal or electronic utilising the Organisations IT systems using both word and outlook
25. Complete records and reports accurately and on time, reporting any untoward incidents.
26. Ability to develop positive relationships to with service users, relatives, neighbours and the local community and work with multi disciplinary teams.
27. Provide and receive information between yourself and the team, service users, organisation and the Multi disciplinary team.
28. Demonstrate the ability to maintain accurate financial records
29. Access advice and support, as required, from Managing Director, Project Manager, Assistant Project Manager or Point of Contact.
30. Use of alternative methods of communication where there are barriers to understanding this may include Picture exchange communication systems or Makaton (sign Language used by people with learning difficulties
31. Demonstrate the ability to communicate and be diplomatic and tactful to calm a situation when someone is being difficult or angry. Encourage the Client group to promote or enhance support plans or activities

Quality

32. Demonstrate the ability to work within Organisation and House policies and procedures and adhere to requirements of external monitoring agencies, e.g. Commission for Social Care Inspection.

Miscellaneous

33. Demonstrate the ability to undertake any moving and handling tasks for short periods, to enable safe transfer of service users, using equipment as required by the service user.
34. Maintain effective care and support through difficult circumstances, e.g. illness/death, disturbed behaviour.
35. Demonstrate the ability to support service users in a range of activities within the home and also external to the home.
36. Handle cash on behalf of the service user or the Organisation and keep financial records and inventories
37. Perform the job of delegated signature on behalf of the service user or the Organisation
38. Demonstrate the ability to support and escort service users on holidays in Mutual agreement with the self and team leader

7 INDIVIDUAL RESPONSIBILITIES

The Organisation seeks to provide high quality services and treat staff with respect and understanding.

In turn, staff are expected to:

- Put the interests of service users first.
- Maintain the confidentiality of service users, colleagues and the organisation at all times.
- Contribute positively to all quality initiatives, contributing ideas to improve the quality of services.
- Report immediately, untoward incidents or any aspect of service delivery which they think are below standard in any way. Ensure application and adherence to POVA guidelines.
- Ensure information that is given is clear and understandable and provide feedback to managers to participate fully in the Organisation's communication systems.
- Keep themselves up to date regarding changes to policies and procedures and/or initiatives within the Organisation and within your own service.
- Present a caring/professional manner in terms of dress, appearance and attitude and act with honesty and integrity.
- Adherence to the General Social Care Council's Code of Conduct.

Further information is available in the Staff Handbook.

APPENDICES Home support Worker

KEYHOLDER.

Key holder duties include the counting and signing for any service users cash and any petty cash. (and the keys for the house which include the Medicine cabinet keys. In the absence of the team leader they will be the link person to ensure that the day's events are undertaken and recorded. If the team leader or assistant is available the ultimate responsibility lies with them

KEYWORKER

Is designated by the team leader, takes extra responsibility relation to the day to day needs and future planning of a particular service user. They Discuss and liaise with the team leader and service user in the purchase and recording of any personal effects e.g. clothing ,toiletries ,assist and maintain care plans /support plans arranging any appointments such as dentist ,chiroprody, arranging/planning of holidays or outings

POINT OF CONTACT SYSTEM

There may be occasions where the staff need support in the absence of the Team Leader and or in the event of an untoward incident. During office hours advice can be sought from a locality manager or Assistant, via telephone mobile phone.

Out of office hours, weekends and bank holidays there is a senior Team leader Point of contact system that will respond to enquiries and give support or advice via telephone, a rota is issued 1 month in advance.

Between the hours of 9pm-8am there will be a point of contact available on the hospital site. At all times there is a senior manager on call available via the switchboard.

PERITONIAL ENTRO GASTRIC FEEDS. /tube feeds (should the occasion arise)

Alternative method of feeding which gives food fluids medication direct in to the stomach or bowel ,prepared feeds are given under the direction of the dietician and are administered by the staff, who follow a detailed care plan for administration and management of the PEG site and equipment .

EFFORT FACTORS

Physical

Required to use hoists wheelchairs several times during the span of duty for short periods .Could be required to control or Restrain service users for short periods during span of duty. May be required to complete control and restraint training and update as required.

Mental

General alertness to carry out own duties including the giving of medication, interruptions tend to be dictated by the needs of the service user and may require some reprioritising of general duties to promote the wellbeing of the service user .Is required to produce short daily notes about the service user or write in house diary communication book and record any financial transactions that have been purchased on behalf of the service users or the Organisation.

Emotional

Service users may demonstrate challenging behaviour this could happen daily or be a rare event. Rarely Service users may become terminally ill or die.

Working conditions

The postholder may be exposed to and have to deal with direct contact with uncontained bodily fluids during a span of duty, appropriate protective clothing will be available.