

## JOB DESCRIPTION

Job Title:	Support Worker
Hourly Rate:	
Responsible to:	Service Lead – Tenanted Services

### Main Purpose of the Role

- To support people living in their own homes in their day-to-day living, ensuring that they have maximum opportunity for developing valued and valuing lifestyles.
- To support tenants/clients with all aspects of everyday living – personal care, cleaning, laundry, preparing and cooking meals, shopping and accessing the community.

### Responsibilities of the Role

- To provide support to tenants/clients in a manner that promotes independence, and provides opportunities for choice, self-advocacy and participation in matters relating to the home as well as facilitating, encouraging, sign posting and supporting access to the community, services and facilities.
- To build professional quality relationships with people they support, in order to deliver a person centre approach which, encourage independence.
- Where required, act as a key worker for individual clients/client group ensuring support/care plans are updated and risk assessments completed.
- To provide tenants/clients support with managing finances including maintaining accurate financial and administrative records in relation to tenants/clients' finances.
- Where required, provide tenants/clients support with managing benefits including completing appropriate benefit paperwork
- Administration of medication or prompting of medication
- To take an active role in the design and implementation of individual support plans and reviews
- Support tenants with all aspects of personal care when necessary.
- Where required work alongside other professionals including health professionals, families and other external partner agencies to support the tenant/clients
- To assist in the provision of on-going monitoring of support in order to maintain and promote existing standards.
- Ensure that each tenant/client is supported and their possessions are treated with respect.
- Assisting in ensuring that individuals financial, health/medical, spiritual and cultural needs are attended to, providing professional representation/advocacy as required.
- To maintain confidentiality and discretion in respect of tenants/client's personal affairs.
- Comply with all the organisations policies and procedures.

- Keep accurate digital records. To ensure that all records entered are factual and accurate.
- To ensure that all relevant information is handed over in a timely manner.
- To ensure that you are familiar with all technology that is currently being used in the workplace.
- Work as a team member and communicate at all times in a professional and competent manner.
- Undertake any duties asked of you by the service lead that promotes a quality service for the service users.
- To work in line with Southend Care policies and procedures, and to conduct yourself in line with Southend care values & behaviours.
- To work in line with SCL Safeguarding policy and report and respond to any and all cases of suspected abuse in line with the SET (Southend, Essex & Thurrock) Safeguarding Vulnerable Adults Guidelines
- To ensure the physical environment is maintained to the highest possible standards of repair and cleanliness.
- To support the tenants on trips away, holidays, attendance at courses etc. in accordance with individuals' choices and wishes.
- To assist tenants supported to acquire skills, knowledge and competencies which are of importance and relevance in their everyday lives and future development.
- Support the service lead and contribute to the overall running of the service.
- To undergo training as required and cascade knowledge and experience to other team members.
- To take responsibility for your own personal development and via supervision identify performance targets.
- Both within the organisation and outside, to ambassador and promote the organisation, its values, principles and the interests and rights of tenants.
- Committed to the principles underpinning person centred practise, the development of autonomy and empowerment for the tenants we support.
- Take ownership and accountability for the delivery of high-quality care and supporting, taking appropriate action in reporting incidents or safeguarding concerns.
- Contribute to the overall aim and vision of Southend Care Ltd, and work in accordance with the company's values and behaviours

### **Resources**

- Responsible use of all equipment and medication used to assist with role

### **Work Environment**

- Working across all services with Tenanted Services as required
- Will be required to work within any service within Southend Care when services are in an emergency or as directed by the Service Manager

## **Standard Phrases**

- To practice within a legal framework encompassing statutory, organisational policy and guidelines
- Ensure a work environment that protects peoples' health & safety and that promotes welfare and which is in accordance with the Company Health & Safety policy.
- To be familiar with Equal Opportunities Good Practice and with the Company requirements for Diversity and to implement this in all aspects of working practice and promote it in the team and workplace.
- This role requires a DBS from the Disclosure and Barring Service
- To maintain confidentiality of information in line with the requirements of GDPR
- You may be required to undertake other relevant and appropriate duties as reasonably required.

### Person Specification

Attributes	Activity	Essential or Desirable	How evidenced
Qualifications or membership to a Registered Body	<ul style="list-style-type: none"> <li>Literacy and numeracy equivalent to at least GCSE Grade C English and Maths</li> <li>Care Certificate</li> <li>Level 2 or 3 in Health and Social Care</li> </ul>	E  D D	A
Knowledge, Experience Skills and Abilities	<ul style="list-style-type: none"> <li>Ability to work flexibly including evenings, sleeps in &amp; weekends</li> <li>Ability to work independently, be self motivated and possess good organisational skills</li> <li>A commitment to provide person centred care and support</li> <li>An understanding of needs and experiences of tenants with Learning difficulties or mental health</li> <li>Excellent communication and interpersonal skills.</li> <li>A minimum of one years experience working with individuals with learning difficulty</li> <li>Experience of implementing user involvement in a service</li> <li>An understanding of care planning/risk assessment</li> <li>An understanding of discrimination and its effects</li> <li>Experience of administering medication</li> <li>An awareness of relevant legislation affecting our services and the individuals we support.</li> <li>Experience of working with individuals who have acquired complex behaviours</li> <li>Experience of liaising with a range of professional including social worker</li> </ul>	E  E  E  E D  D  D D D D D D D	A &
<b>Values</b>  <i>(Demonstrates the Company's Values and Behaviour i.e. the how)</i>	<p><b>We are Caring</b> always providing person centred care and support we would want for ourselves &amp; loved ones.</p> <p><b>We are Passionate-</b> about care &amp; having pride in being part of SCL</p> <p><b>We are Diverse</b> – inclusive, recognising diversity through celebrating differences</p> <p><b>We are Empowering</b> – enabling everyone to fulfil their potential, taking ownership &amp; being accountable</p>	E    E   E	

	<b>We are Innovative</b> – able to take on new challenges & seek solutions with a balanced care & commercial mind set		
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