

## **Support Worker Job Description and Person Specification**

**JOB TITLE:** Support Worker (Learning Disabilities)

**REPORTS TO:** Senior Support Worker

### **Aims of the Supported Living Service**

The supported living service aims to provide the highest standards and quality of life for people with learning disabilities, ensuring tenants/residents/service users live as normal a life as possible in their own home with the support and care they need to provide maximum independence. All tenants/residents/service users will be treated as individuals and their individual cultural, religious and sexual diversity will be accepted and respected. It is expected that tenants/residents/service users will be consulted about all aspects of their daily life, including personal care, communal and household tasks, financial and social arrangements.

The Support Worker will be required to contribute to and work with the tenants/residents/service users as part of a multi-disciplinary service. At times, you may be required to act on your own showing self-motivation, initiative and flexibility.

### **The Duty of Care**

This is a legal term meaning you have a responsibility towards everyone you come into contact with to ensure they are not caused harm. Carewatch has a responsibility to provide training for you and you have a responsibility to attend that training and adhere to the instruction that you receive. Training will provide you with the knowledge to give high quality support to tenants/residents/service users, reducing the risk of harm to them and to you.

### **Main Responsibilities**

1. To provide support and meet the basic care needs of service users ensuring that personal dignity and rights are respected at all times
2. To maintain high standards of support according to the needs of the individual, ensuring a high quality of life and promoting empowerment
3. To undertake practical tasks as required, this may include cleaning, cooking, washing up, laundry duties and other related activities; Ensuring service users are involved as much as possible
4. To ensure that support is provided to individuals in accordance with Carewatch policies and procedures
5. To assist in the identification of individual needs and ensure that appropriate support is provided to meet these needs
6. To assist/enable service users to maintain high standards of health care and personal hygiene
7. To enable service users to develop their skills and abilities

8. To be involved in supporting service users when on holiday
9. To be involved in enabling the service user to access and participate in a wide range of community based activities
10. To report any incidents and complaints to your line Manager
11. To keep accurate records of individuals as laid down in policies and procedures
12. To participate in the rota within the framework of the contracted hours
13. To provide tenants/residents/service users with opportunities for new experiences, individualism and freedom of expression, and the opportunity to exercise individual choice
14. To operate within the correct recording and receipt procedure relating to financial management and handling of service users personal money as laid down in policies and procedures
15. To maintain strict confidentiality in all aspects of work relating to tenants/residents/service users, colleagues and the company in line with policy and procedure
16. To treat all service users with dignity and respect, taking into account cultural needs as well as gender, race and ethnicity.
17. To ensure adherence to the Carewatch Medication Policy
18. To be aware of responsibilities under the Health and Safety at Work Act
19. To provide support in all daily living activities engaged in by the individual
20. With other members of the team, provide a friendly supportive atmosphere in which individuals are encouraged to and enabled to develop a valued lifestyle
21. To participate in relevant training to update and enhance knowledge base
22. To undertake any task as required, in consideration for the changing needs of the service

## Key Competencies

1. Good written and verbal communication skills
2. To understand the principles of empowerment and the ability to support service users to exercise choice and control over all aspects of their life
3. Ability to communicate with people at all levels
4. Ability to work unsupervised
5. Ability to work on own initiative
6. Ability to maintain confidentiality
7. Ability to work as a team member
8. Experience of delivering personal care
9. Knowledge of the needs of vulnerable people
10. Knowledge of the role played by other agencies
11. Basic cooking skills
12. Good interpersonal skills
13. Good listening skills
14. NVQ level 2/LDQ (Learning Disability Qualification) (or working towards)

## Person Specification

ITEM	ESSENTIAL	DESIRABLE
Educational Standards	Basic Literacy Skills	
Professional Qualifications	Be willing to work towards the Learning Disability Qualification (LDQ)	NVQ Level 2 or 3 in Care and Promoting Independence/ Have achieved the Learning Disability Qualification (LDQ)
In-Service Training Certificates	Commitment to attend training and team meetings, as required	Health and Safety/ First Aid/ Food Hygiene/ Moving & Handling
Relevant Job Experience	Previous experience in Social Care	Previous experience of working with learning disabilities in a community setting
Specialist Knowledge	Understanding of Person Centred Planning and principles of empowerment	1. Appropriate to client group 2. Medication Administration 3. Infection Prevention
Specialist Skills & Aptitudes	Communication/ Interpersonal skills	1. Support/Care Plan writing 2. Accident reporting
Organisational Abilities		Ability to plan and organize a workload
Attitude & Disposition	Willingness to accept instructions/direction	Able to deal with challenging situations
Other	This post will be subject to Enhanced Criminal Checks	