

## PJ34 - Job Description - Support Worker

VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title:	Support Worker
Reports to:	Senior Carer/Care Coordinator
Job Overview: (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)ca	<ul style="list-style-type: none"> <li>1 To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Care Coordinator</li> <li>1 To support and enable Service Users to maintain skills and personal interests whilst delivering person-centred care unique to the Service User</li> <li>1 To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge</li> </ul>
Location:	The Service User's home.
Working Hours:	5 days over a 7-day period, with varying shift patterns as agreed with the Care Coordinator.

Responsibilities and Duties of the Job	
Role Specific Duties:	<ul style="list-style-type: none"> <li>1 Ensure Service Users are at the heart of care delivery and their wishes and preferences enhance their wellbeing</li> <li>1 To support Service Users with all aspects of their day to day living, enabling them to enjoy the best possible quality of life</li> <li>1 Most of the employee's work will be alone with the Service User in their home</li> <li>1 Compassion, good communication skills and a calm and caring manner are essential for this important role</li> <li>1 Ensure Care Plans and other information about how to support Service Users are followed</li> <li>1 Be responsible for informing the Senior Carer/Nurse of any changes in the needs of Service Users</li> <li>1 Be responsible for promoting and safeguarding the welfare of those individuals they support</li> </ul>
Working with Others:	<ul style="list-style-type: none"> <li>1 Develop effective working relationships with other employees</li> <li>1 Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for people</li> <li>1 If desired by the Service User, maintain and develop relationships with family, friends and other people important in their life</li> </ul>
Leading by Example:	<ul style="list-style-type: none"> <li>1 Seek opportunities for personal and professional growth</li> <li>1 Be a role model for other Support Workers and be an ambassador for the service</li> <li>1 Be professional, polite and reasonable at all times</li> </ul>
Personal Responsibilities:	<ul style="list-style-type: none"> <li>1 Commit to achieving the relevant qualifications commensurate with the role</li> <li>1 Attend statutory training and any other training as directed by management</li> <li>1 Understand and follow all policies and procedures relevant to the role</li> <li>1 Be open to learning opportunities</li> </ul>

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### Person Specification

Specific Requirement for Qualifications	Essential	Desirable
Good English - Written and verbal	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
RQF in Social Care	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Skills	Essential	Desirable
<b>Proficient Written Skills</b>		
<ul style="list-style-type: none"> <li>  Maintain all Care Plans/care records in accordance with Inspiring Aspirations Plus Ltd T/A Inspiring Support policy</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Leadership Skills</b>		
<ul style="list-style-type: none"> <li>  Ability to induct and orientate new employees to the job role</li> <li>  Provide Service Users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom, as dictated in their Care Plan</li> <li>  Communicate any problems, concerns or changes to Service Users' family members as needed</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Communication Skills</b>		
<ul style="list-style-type: none"> <li>  Support Workers must build rapport with people by establishing personal connections and showing interest in their lives</li> <li>  Support Workers must be able to communicate effectively with Service Users</li> <li>  Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of Service Users</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Problem-Solving Skills</b>		
<ul style="list-style-type: none"> <li>  Support Workers need to be able to adapt and address situations quickly</li> <li>  Plan, develop, implement and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working in domiciliary care	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Previous experience of working in similar role	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Experience of working with Service Users, in particular, those that may have additional support needs	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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### Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> <li>  Involve Service Users, family, external agencies &amp; colleagues</li> <li>  Speak up when things go wrong</li> </ul>
Respect and Dignity	<ul style="list-style-type: none"> <li>  Understand person-centred care and can demonstrate treating people as individuals and respecting choices</li> <li>  Promoting independence and encouraging appropriate risk taking</li> </ul>
Everybody Counts	<ul style="list-style-type: none"> <li>  Ensuring no one is discriminated against or excluded</li> <li>  Understand human rights and impact on care delivery</li> <li>  Facilitating people to 'speak up' about concerns and acting upon them</li> </ul>
Commitment to Quality of Care	<ul style="list-style-type: none"> <li>  Striving for quality in everything we do recognising and understanding what quality in care means for people using the services</li> <li>  Being accepting about criticism and focusing on improvement</li> <li>  Being open to new opportunities for learning and identifying the limits of skills and knowledge</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>  Treating people with kindness</li> <li>  Understanding the importance of empathy in all areas of employment</li> <li>  Understanding the values of others and always providing a caring service</li> </ul>
Improving Lives	<ul style="list-style-type: none"> <li>  Focus on how things could be done better and sharing ideas</li> <li>  Understanding of wellbeing and what is important to people using the service</li> <li>  Improving outcomes for people</li> <li>  Ensuring appropriate services are provided for people using the services</li> </ul>

### Key Lines of Enquiry Table

Key Line of Enquiry (KLOE)	Supporting
W2 - Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	✓