



## **Competency-Based Job Description**

<b>Role:</b>	Support Worker
<b>Responsible to:</b>	Support Coordinator/Senior Support Worker
<b>Place of work:</b>	Across the services in Greater Manchester and other areas. Front line in the community
<b>Disclosure Level:</b>	Enhanced
<b>Location:</b>	Appleford Homes Limited, Head Office during induction, then work in the community.
<b>Hours of Duty:</b>	Shift work
<b>Grade:</b>	£12.50 per hour

### **Job Summary- Main purpose of the post**

Support worker is to thrive in creating great teams where staff have pride in what they do; value and respect the people they support and is committed to delivering excellent services.

The role is to provide direct staff at a service level and to deliver excellent care and support. As a role model to others, you will support the operation manager in leading, managing and developing the team and to deliver great person-centred services.

You will need to work to the regulations and policies set internally and externally e.g. Care Quality Commission.

To understand and undertake all essential duties to ensure the person who is supported remains safe and well.

To work flexibly with a team lead across the service. Work with other professionals, health staff and other stakeholders, families, and carers.

To attend to personal needs and follow support plans for people who use the service, including personal care.

To support people with other aspects of their life including leisure and domestic tasks, budgeting, and medication/ health issues. While on duty, the support worker is responsible for ensuring the appropriate action is taken regarding property issues, general maintenance, health and safety and risk management.

To achieve positive outcomes by promoting inclusion, informed choice and rights to people who use the service in all aspects of their lives.

To provide physical, practical, and emotional support to service users who are experiencing severe difficulties in day to day living and self-care, while protecting their rights as individual and human beings.

To provide person-centred service that ensures that individuals can achieve their ambitions and aspirations in the community where they live.

To value people as individuals and treat them with respect.



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To provide support and encouragement to people with disabilities who live in their own homes, or who are preparing to do so. To work with individuals and / or groups of people, with the objective of assisting them to create and maintain personal and valued lifestyle in accordance with their wishes and within available resources.

## **Summary of Responsibilities and Personal Duties**

### **Key Areas**

- ❖ To encourage people to do things on their own and build confidence.
- ❖ To encourage people to do things for themselves or learn how to.
- ❖ To encourage individuals to get to know their local area and the resources and facilities available within it.
- ❖ To encourage individuals to try new and challenging experiences.
- ❖ To encourage individuals to learn and grow from their experiences.
- ❖ To encourage individuals to express their individuality.
- ❖ To encourage individuals to use their right to make choices.
- ❖ To support people to make decisions that affect their lives.
- ❖ To encourage people to choose what they want and what they do not want to do.
- ❖ To support people to maintain and develop relationships.
- ❖ To encourage people to become active and valued members of their community.
- ❖ To explore opportunities and support experience of participation.
- ❖ To encourage people to have/make choices and have control.

To encourage people to do things to the best of their abilities and to encourage them accordingly.

1. To work flexibly and safely in the interest of the service. This may include undertaking other duties if these are appropriate to the employee's background, skills, and abilities. Where this occurs, there will be consultation with the employee and necessary personal development will be considered. All duties must be carried out to comply with The Health and Safety at Work Act, Acts of Parliament, Statutory instruments, and Regulations, nationally and locally agreed codes of practice and other legal policies and procedures where applicable.
2. Planning and supporting new people in the service.
3. To use safety aids/adaptions and equipment provided and to acquire skills to advise the service user and their informal careers in the correct use.
4. To report any accident or incident to the Support Coordinator in a timely manner and to complete appropriate documentation.
5. Responsibility for living environment. Act appropriately regarding repairs and maintenance. Maintain cleanliness and hygiene of property. Conduct Health and safety checks as required by your Support Coordinator, for example Fire Drills, Water Temperature.
6. Supporting people with disabilities in their own home and to offer and give emotional support. To arrange primary health care, e.g. register with the GP etc.
7. To administer (or assist with) medication in accordance with instructions from medical practitioners, keeping records as required.
8. To explain the opportunities and constraints that apply to the new environment, e. G. how to make complaints.
9. To maintain financial records in accordance with guidelines/policies and support plans.



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10. To gather information which is relevant to the drafting of the service user's profile.
11. To give necessary information about welfare rights entitlements and assist with claims process. Give information about Local Authority charges and other supplementary information relating to induction into the care processes, where appropriate.
12. To assist in the design, implementation and monitoring of support/care plan and risk assessments.
13. To assess the level of independence in self-caring, daily living skills and leisure activities identifying the amount of support required.
14. To monitor the reaction of the individual to their changed circumstances/environment.
15. To identifying necessary resources e.g. equipment, adaptations, staffing input etc.
16. To support individuals in making their views know, including speaking/acting on their behalf, when required and appropriate.
17. Monitor risk assessment and health and safety issues.
18. To be involved as a team member in the formal planning meeting process which determines a specific care programme for an individual.
19. To maintain financial records in accordance with guideline/policies.
20. To assist individuals to maintain control over their own life according to their abilities, including assistance with finances, cooking, eating, personal hygiene, toileting etc.
21. To assist and accompany individuals with medical and other appointments, shopping, and leisure opportunities.
22. Supporting people with complex and challenging behaviour.
23. Provide personal care as required.
24. To work in partnership with other professionals to establish a programme to change behaviour with a multidisciplinary approach.
25. To support individuals in a consistent, caring, and positive manner.
26. To explore /discuss reasons for behaviour including the immediate trigger and develop appropriate strategies.
27. Support of less experience staff. To give support and advice to less experienced colleagues when the need arises, particularly when there is no manager, Support coordinator or Senior Support Worker immediately available.
28. To fulfil personal requirements, where appropriate, regarding Appleford Homes Policies and procedures, Health, Safety and welfare, customer care, emergency evacuation, security, and promotion of Appleford Homes Limited mission statement.
29. Responsibility for living environment.
  - Act appropriately regarding repairs and maintenance
  - Maintain cleanliness and hygiene of property.
  - Conduct Health and safety checks at frequency required by care plan/support plan (Weekly)
30. To report any accident or create a listening culture and respect the views of others.
31. To identify opportunities when working in collaboration with others within and across networks can bring added benefits to service users.
32. To actively seek the views of others and work within a multidisciplinary setting to achieve the right outcomes for those you support.



33. To seek opportunities to work in partnership with community groups.
34. To advocate on behalf of the person you are supporting, when appropriate.
35. To identify and manage risks proactively considering MCA/ Best interest for the individual.
36. To be prepared to professionally challenge others to achieve the right outcomes for people we support.
37. To actively seek the individual/ family/carer involvement.

## **Other Duties**

To work flexibly and safely in the interests of the service. This may include undertaking other duties assigned that are appropriate to the employee's background, skills, and abilities. Where this occurs, there will be consultation with the employee and if necessary, personal development will be considered.

To provide support as required by individuals and the service in a variety of environments.

To support professional development by participating in supervision, team and service meetings and training programmes.

Ability to work sleep-ins and participate in a flexible working rota that includes morning, evening, waking night and weekend, when required.

To support the individual by completing records and reports as required by the service.

To support Appleford Homes approach to diversity by working positively and inclusively with colleagues, team members, service users and customers in pursuit of the service objectives. To value individual contributions while performing daily work activities.

To work flexibly and safely in the interest of the service. This may include undertaking other duties, from time to time, that are not specifically identified in this document, provided they are appropriate to employee's background, skills, and abilities.

To carry out other duties within the policies and procedures of the service as designated by the Registered Manager.

To work positively and inclusively with colleagues and service users so that Appleford homes provide a workplace and delivers service that do not discriminate against people on the grounds of their age, sexuality, religion, belief, race, gender, or disabilities.

## **Services**

We expect the best out of our staff for our service users. Staff are to be committed to delivering excellent services and ensure high standards for the best outcomes. Staff who make confidential decisions, in line with their level of responsibility, contribute to building and maintaining strong, independent, and effective teams. Only the highest standards of conduct will be



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accepted, and poor performance will be dealt with in a timely and robust manner in the best interest of service users.

Ensure that Support plans are up to date, and that care is delivered to meet the outcomes identified in the support plan in partnership with Senior Support Worker/Support Coordinator. This will include the dignified delivery of personal care.

Support Appleford Homes to deliver services in response to the needs and wants of the people who use them, learning from experience and appropriate assessment of opportunity and risk.

Be accountable for money management within your service area and ensure that accurate records are maintained. Staff to follow Appleford Homes Limited Finance Policy.

Ensure safeguarding policies and procedures are followed to make sure service users are healthy, safe, and well.

Staff to seek out opportunities for change and innovation, based on the needs and wishes of people who use our services, their families, and carers.

Monitor and review the performance of staff teams and be prepared to raise concerns in a constructive and professional manner.

Maximise the full suite of IT systems, reports, and data available to you to inform decisions and service improvements.

Strive to develop great teams who have the sense of purpose, direction and want the best for the people they support and their families.