



## **JOB DESCRIPTION**

### **SUPPORT WORKER**

#### **General Scope of the Post**

Provide support and personal care to customers as specified in their personal plan and to work in accordance with The Orders of St John Care Trust Standards and values.

To provide physical, emotional, psychological and social support for The Trusts customers in a way which maintains and respects the privacy, dignity and lifestyle of the person receiving care and support.

#### **Principal Duties**

- Support customers to maintain a high standard of personal care including intimate care, hygiene, and physical wellbeing.
- Administer medication in accordance with policies.
- Undertake and support customers with activities within the household and wider community.
- Take part and support customers with activities within the household and wider community
- Support customers to develop and maintain relationships and to be involved in their local community.
- Support customers in the development and review of their personal wellbeing ensuring relevant changes are reported to the Senior Support Worker.
- Act as a “Companion” for a specified group of customers.
- Contribute and work collaboratively as a team member and establish good working relationships with colleagues, customers, professionals and visitors.
- Support customers to make, prepare for and attend appointments where required,
- Ensure the household and rooms are kept clean and tidy e.g. making beds, vacuuming, mopping etc. involving customers where appropriate.
- Maintain customers individual aids and equipment e.g. glasses, wheelchairs, dentures
- With the Senior Support Worker complete, review, evaluate and be involved in maintaining records as required.
- Carry out moving and handling with the use of aids and equipment where required.
- Ensure relevant infection prevention and control procedures are followed at all times.

#### **General Requirements**

In addition to the above, there are some general requirements that apply to all jobs in the Home:

- Take responsibility for the safeguarding of adults, and follow the Trust’s whistleblowing policy as required.
- Participation in staff meetings.
- Participation in training activities.
- Participation in staff supervision and personal development review
- Participation in quality assurance systems.
- To act as a mentor for staff under development where required.

- Take responsibility for personal development by keeping abreast of developments in the field of caring for older people.
- All duties must be carried out to comply with:-
  - Notification of accidents and other health and safety requirements
  - Statutory legislation in particular the health and hygiene regulations
  - Nationally and locally agreed codes of good practice
  - Fire precautions
  - Equal opportunity and the Trust's anti-discriminatory policy.

### **Health and Safety**

To be responsible for your own health and safety and that of anybody else whom your acts or omissions may affect.

### **Organisational Relationships**

The Support Worker will be accountable to the Senior Support Worker.

## PERSON SPECIFICATION

### SUPPORT WORKER

ESSENTIAL		DESIRABLE	
<u>Qualifications:</u> Must be able to demonstrate literacy and numeracy skills. Diploma/NVQ Level 2 in Health and Social Care or equivalent (or willing to work towards) Understanding of Health and Safety issues in residential care, risk assessments, care plans, key caring, infection control, essentials of food and hygiene.	E1	Maths and English at Grade C GCSE or equivalent.	D1
<u>Experience:</u> Works independently and supports team to ensure the customers' needs are met and team goals are achieved. Prioritises tasks and completes to the required standard and in a timely manner giving consideration to risks. Ability to undertake domestic tasks including food preparation, cooking and cleaning. Experience of administering medication	E2		
<u>General Aptitude:</u> Demonstrates qualities to deliver the Trust's vision and values appropriate to this level. A proven track record in caring for older people and the ability to relate to them and care for them in a sensitive manner. Reliable, flexible and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights, annual leave and sickness. Experience of caring for a person with dementia, disability or a long term illness. Understanding CQC outcomes Able to weigh up risk versus the benefits to a customers well-being in being able to continue to pursue activities.	E3	Ability to organise activities and outings.	D2

<p><u>Interpersonal Skills:</u>  Communicates clearly and concisely using a range of methods to a variety of people with different needs and abilities. Ability to form positive relationships with colleagues and build supportive teams. Promote good relations with relatives, friends and volunteers. Good customer care focus with desire to serve others.</p>	E4		
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