

Role Details	
Job Title:	Support Worker
Job Overview:	To provide individualised person-centred support to people with physical complex healthcare needs and learning disabilities living in their own homes to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Responsibilities and Duties of the Job	
Role-specific Duties:	The responsibilities include but are not limited to the following: • To develop and sustain warm and trusting relationships with service users. • To promote the self-esteem, happiness, emotional health and physical health of service users. • To respect the service user's right to privacy and to ensure that their dignity is always maintained. • To encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes. • Enable all our service users to participate as fully as possible in their communities. • To support service users in maintaining the safety, security and comfort of their homes. • To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances. To support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant if applicable. • To be responsive to the individual needs of service users within the framework of their Person-Centred Care Plans and to respond flexibly to changing needs. • To enable service users to become as independent as possible, access developmental opportunities, new experiences, challenges

	and to grow in confidence, competence and personal effectiveness in the following areas: • Social skills/relationships • Personal care & hygiene • Daily living skills • Using community resources and facilities • Social, leisure and work activities • Self-organisation and coping abilities • Personal safety • Administration and monitoring of prescribed medication • To achieve this through the provision of practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback. • To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by the Person-Centred Plan. • To work within agreed management protocols and guidelines for individuals with complex needs. • To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle. To contribute to project records and individual case files • To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age-appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities. • To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances. • To take appropriate action in the event of unforeseen emergencies, health and safety guidelines ensuring that the Care Co-ordinator and the Registered Manager are informed immediately of any concerns.
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	To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings and maintain accurate records via the app.
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Working with Others:	- Develop effective working relationships with service users - Develop effective working relationships with other employees to ensure the delivery of safe, high-quality care and support. - Work to establish effective employer/employee relationships.
Other Duties:	Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list: - Be responsible for promoting and safeguarding the welfare of those individuals supported by the service. - Promote a positive image for the people and employees of the company
Personal and Professional Development:	- Commit to ongoing CPD - Seek opportunities for personal and professional growth

Person Specification

Specific Requirement for Qualifications	Essential	Desirable
Qualification/Experience in the Health and Social care sector		x

Specific Requirement for Skills	Essential	Desirable
Communication Skills		
Excellent written and verbal communication skills	x	
Be able to show empathy and sensitivity	x	
Methodical and logical approach to problem solving	x	
Build and maintain strong relationships with service users	x	
Ability to digest rules, guidance, inspection information and translate that into deliverable process and procedure	x	
Ability to communicate and work as part of a team with service users, colleagues and professionals	x	
Problem-solving Skills		
Systematically solve day-to-day problematical issues which arise	x	
Able to identify and process information such as changes in service users and provide solutions to overcome issues	x	
Organisational Skills		
Ability to plan and organise	x	
Excellent attention to detail	x	
Knowledge		
An understanding of the health and social care sector and the provision of care		x
Basic understanding of respecting rights, dignity, privacy, equality and diversity	x	
An understanding of person-centred care		x