

## Support Worker

**Reporting To:** Home Manager    **Grade:** D    **JD ID:**

**Supervises:** None

### Main Purpose

- To be responsible to the Nurse in charge for providing and maintaining a homely atmosphere, supportive at all times to the philosophy of the Home and ensuring relationships with the residents are warm, caring and conducive to a learning environment.
- To ensure that the rights and dignity of all individuals are respected and that they enjoy a quality of life as normal and as full as possible in accordance with the aims and principles of Martha Trust.

### Duties

1. Carry out procedures and duties as reasonably required by the Nurse in charge and in accordance with Home Policies and Procedures.
2. Attend to residents' physical needs, bearing in mind the necessity to encourage as high a degree of independence as possible.
3. Ensure that residents achieve a full social, recreational and skills training programme in accordance with their individual life plans.
4. Bring to the attention of the Nurse in charge any malfunction of services or equipment or any inadequacy liable to be detrimental to the health and safety of residents or others.
5. Observe residents during their various activities and at rest, and report to the Nurse in charge any unusual or untoward behaviour or incidents.
6. During a Night shift, remain awake at all times to complete regular checks on residents and ensure that tasks allocated for the night shift, such as wheelchair maintenance etc. are done in a timely and efficient manner.
7. Assist, encourage and liaise with relatives, friends, visitors and voluntary workers under the supervision of Nurse in charge.
8. Where appropriate and under the supervision of the Named Nurse, act as Keyworker or Key Support Team member to ensure that individual life plans are implemented and maintained to enhance the quality of life of each resident.
9. Attend and participate in multidisciplinary reviews of individual residents as directed by the Nurse.
10. Encourage residents' involvement in planning menus, identifying likes/dislikes and any special nutritional needs.
11. Ensure a high standard of dress for the residents and ensure that their clothing is appropriate to weather conditions and age. Participate with residents in choosing and purchasing personal clothing and the laundering and safe keeping of same.
12. Ensure the safe keeping of residents' personal belongings, maintain up to date property record and report loss or damage to the Nurse in charge.
13. Accompany residents attending functions outside the Home and on holidays and outings
14. Fully licensed drivers to complete a driving assessment and once completed and signed off will in turn drive our buses to escort our residents to various appointments/days out, this is an essential part of the role as Support Worker
15. Introduce new members of staff to their duties as directed by the Nurse in charge.
16. Ensure that any monies issued to or handled in the course of their duties are correctly accounted for, and report any discrepancies to the Nurse in charge.

17. Promote good working relationships and communication within the staff team and with external agencies. Report to the Nurse in charge any issues which may prove detrimental to the working environment or individual relationships.
18. Undertake any other reasonable duties as directed by the Nurse in charge/Home Manager

## **WORKING RELATIONSHIPS AND CONTACTS**

### **Internal:**

Home Manager, Deputy Home Manager, Nurse, Senior Support Worker.

### **External:**

Client's Family, GP, Learning Disability Team.

## **CHRISTIAN ETHOS AND VALUES**

The post holder must carry out all duties in a manner which is consistent with Martha Trust policies, procedures and practices, and to maintain at all times the Christian ethos and values of the organisation, ensuring, as far as possible, that all activities within the work setting are consistent with those values.

## **HEALTH AND SAFETY**

The post holder must be familiar with Martha Trust Health & Safety policies and guidelines as well as their legal responsibilities. All work should be undertaken so as to be consistent with these, and so as to ensure own health and safety, and that of others affected by their work.

## **INFECTION CONTROL**

To ensure full compliance with infection prevention and control policies and procedures; through assuming responsibility for your own infection prevention and control practices and reporting potential risks and / or poor practice to the Infection Prevention and Control Link or the Head of Care Services.

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Educated to GCSE level or equivalent</li></ul>	<ul style="list-style-type: none"><li>• NVQ 2 in Care or equivalent qualification</li></ul>
<b>Knowledge</b>		<ul style="list-style-type: none"><li>• Good understanding of Client group</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Ability to relate respectfully to people with profound disabilities</li></ul>	<ul style="list-style-type: none"><li>• Previous experience in a care home environment</li></ul>
<b>Technical</b>		<ul style="list-style-type: none"><li>• Good working knowledge of Microsoft Word</li><li>• Basic understanding of CQC requirements</li></ul>
<b>Work-based Skills</b>	<ul style="list-style-type: none"><li>• Good communication and interpersonal skills</li><li>• Ability to work effectively as part of a team</li><li>• Be patient, diplomatic and sensitive</li></ul>	
<b>General Skills/Attributes</b>	<ul style="list-style-type: none"><li>• Cheerful 'can do' attitude</li><li>• Flexible approach to working hours</li><li>• Caring attitude</li></ul>	<ul style="list-style-type: none"><li>• A full driving license and the ability to drive our buses on a regular basis</li></ul>

This job description and person specification is not exhaustive and amendments and additions may be required in line with future changes in the post holder duties.

Signed by Employee

Date

Signed by Manager

Date

Signed by Human Resources

Date