

JOB DESCRIPTION (AH/DD)

Job Title	Support Worker
Line Management	Lead Case Manager – Dawn Dickens Assistant Case Manager – James Evans
Location	Wells, Somerset.
Salary	£12 & £14
Hour's	24 hours p/w

Summary of Role

The role of the Support worker / Carer is to:

Build a consistent and supportive relationship with the client, and client's family, and to develop the therapeutic and supportive relationship, enabling the client to achieve her full potential.

The support worker will enable the client to identify aspects of her daily experiences that might be enhanced and will work creatively with the client, family and multi-disciplinary team to help plan and facilitate activities and experiences that positively impact on the clients' quality of life. The Support worker will work with treating therapists to ensure prescribed therapies are continued as advised by treating therapist, to ensure continuity of therapy. The support worker will also be expected to undertake administrative responsibilities, to include daily recordkeeping and documentation, daily handovers, timesheets, support programmes, risk assessing.

Duties and tasks

- To undertake regular shifts with the client
- To support client in leading a fulfilled and enhanced life
- To support the client in accessing social and leisure activities
- To support the client in developing self-awareness skills and understanding.
- To ensure all administrative requirement are kept up dated.
- To work closely with the team, family, Case Management team and MDT

Skills Required

Support Worker / Carer required & desired skills	
ESSENTIAL	DESIRABLE
A strong and robust personality with the ability to set and maintain boundaries, while working in a person-centred way,	
Knowledge and experience working with complex and dependent clients.	Knowledge and experience working with neurologically compromised clients.
Excellent communication skills.	Experience working with clients in a community setting.
An ability to work flexibly ,covering a range of shifts sometimes at short notice	Competent IT skill.
An ability and willingness to work creatively to maximise the qualitative experience of our client.	A desire to develop own skills and career path.
Excellent organisational skills.	
An ability to work closely with multidisciplinary professionals.	
An ability to work independently whilst being willing to seek support from the Team Leader & Case Management team when necessary.	
Excellent record keeping and professional documentation.	
Competent driving skills.	

Personal Specification

The successful applicant will have excellent interpersonal and communication skills, be organised and able to plan effectively. They will demonstrate an ability to problem solve creatively. They should demonstrate the ability to work well within a multi-disciplinary team. Experience or an interest in working with neurologically

impaired clients is desirable. A willingness to participate fully in training is essential.

We are looking for bright, energetic, motivated individual, who is has a robust and resilient personality, is an empathic and committed individual to fulfil this unique role.

Petty Cash: Be responsible for any “petty cash” which may be made available to you and keep a record of expenditure with receipts for the case manager.

Pay Monthly: A form will be forwarded to you for completion regarding details required. Hours will be collected on order to be sent to payroll before the last Friday in the month. You will be paid by cheque/BACS for the 1st of each month or as soon as can be arranged thereafter.

Contract: There will be a six-month probationary period with a formal appraisal thereafter.

Initially a letter of appointment will be given, which will contain your holiday entitlement, sickness arrangements, hourly rate etc.

Liaison: All carers must attend meetings with the case manager and therapists and these meetings will be held not more frequently than monthly. However it may be necessary to call a meeting earlier when you will be expected to make all reasonable arrangements to attend. You will receive payment for attending meetings or trainings sessions if not on duty at the time.

A range of goals maybe set at each therapy meeting, and these are to be carefully maintained by the support workers and written records to be kept. It is important to maintain a realistic outlook on XX’s abilities.

Part of your role is to carry out any reasonable request.

Please acknowledge that you have received the Support Worker Job Description outlining the responsibilities of a Support Worker which will be discussed in more detail as part of your training.

Signed

Date