

## **JOB DESCRIPTION (JRH/DD)**

Job Description: Support Worker

Responsible To: Dawn Dickens, Lead Case Manager

Supported by: Lynsey Davis, Assistant Case Manager

Tel: Main Office 01608 682522

Job Summary: To work with client as a support worker, enabling him to develop his social and communication skills whilst managing his behaviours to enable him to socially interact with others and meaningfully occupy his time. Responsibilities will include assisting with activities of daily living, following the established night care routine, enabling the client to increase his level of independence, enabling the client to develop and maintain meaningful relationships, maximising his physical and psychological well-being, and maintaining safety at all times.

Requirements: Relevant experience in working with clients with additional needs, especially relating to the key goals of the role, as outlined.

Available for a variety of shifts (day and sleeping night) throughout the week including some weekend shifts. Overtime will be available and flexibility is essential, as the team are required to provide cover as and when required by the client.

Responsible, trustworthy and very reliable, attending all agreed shifts, unless for very good reason.

Genuine caring, sensitive and patient profile with ability to learn and follow training and assessment in regard to competence and confidence.

Confident, creative and independent, in assisting in researching and planning activities for the client to take part in. Desire to take part in these activities with the client.

Good communicator, liaising with the client, his family, therapists and other professionals involved.

Ability to work using IT for email and support worker documentation and to keep clear update records.

Holder of a full driving licence.

**Key Goals:**

- (1) Promote the client's well-being and happiness at all times.
- (2) Consistently reinforce safe and appropriate behaviour, and positive choices that the client demonstrates, in line with his therapist's advice and his support programme.
- (3) Allow the client a freedom of choice and the opportunity to further develop his independence skills.
- (4) When required, prepare and supervise with meals, snacks and drinks ensuring the client gradually becomes as independent as appropriately possible.
- (5) Enable the client to access the local community and engage in appropriate activities in line with the overall support programme and risk assessment.
- (6) Maintain a positive yet realistic approach to the client, offering support and encouragement when needed.
- (7) Provide assistance with all of the client's care requirements as detailed below (Aids to Daily Living).
- (8) Administer medication as prescribed and to maintain associated medication records.

- (9) Provide assistance with all aspects of the client's on-going rehabilitation in line with the client's support programme and under the supervision of any treating therapists and professionals.
- (10) Engage with the client's bother to a reasonable degree to create a feeling of inclusion within the family home, and to enable the family to socialise together in a meaningful way.
- (11) Maintain a safe environment for the client in the home and in all community based activities (subject to training and risk assessment).
- (12) Be responsible for domestic chores linked with the client's overall care. These will include laundry, ironing and cleaning, and any additional tasks in the interests of providing a safe, clean and efficient environment.
- (13) Transport the client by driving his car, or any other vehicle deemed suitable (subject to appropriate assessment and insurance).
- (14) Use initiative when unforeseen events occur and communicate with all relevant parties, including family and professional involved.
- (15) When unsure of appropriate action to take, to contact the client's mother and/or the Case Manager for advice.
- (16) Maintain good communication with the team and other professionals to ensure a consistent approach by all.
- (17) Attend Support Worker meetings, training sessions and supervision sessions, as requested.
- (18) Support the client's team as and when necessary, taking responsibility for completion of administrative tasks and paperwork, completing handovers, etc.

- (19) Complete a daily update report following each shift regarding the client's welfare.
- (20) Liaise with the Case Manager about general progress and regarding all incidents that are either unusual or which give raise for concern.
- (21) Respect the privacy of the client and his family. All matters relating to the client's situation and family are to be treated as confidential and are not to be disclosed to a third party.
- (22) Maintain professional boundaries and respect the family's need for personal time.
- (23) Read and keep updated with all CCMS policies and procedures.

**Aids to Daily Living:**

- i) Responsible for all of the client's personal care whilst on shift, in line with the care plan, including but not limited to, bathing, oral care, dressing, toileting and feeding procedures.
- ii) Cleaning and tidying of the client's annex, including the staff facilities.
- iii) Washing and ironing of the client's clothing. The client should always be well presented and cleanly dressed.
- iv) Reporting of any breakages as soon as possible.
- v) Reporting of any hazards or health and safety concerns as soon as possible.
- vi) Checking that all equipment is in safe working order as per risk assessment requirements.

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, in order to be sent

to payroll, before the 18<sup>th</sup> of the month. You will be paid by cheque/BACS for the 1<sup>st</sup> of each month or as soon as can be arranged thereafter.

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

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

Meetings: All support workers must attend meetings with the case manager and therapists, as relevant, 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 may be set at each 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 the client's abilities.

This is by no means an exhaustive list and there are other areas, which will become apparent as time goes by.

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:.....