

JOB DESCRIPTION

Job Description: Female Support Worker

Responsible To: Case Manager

Supported by: Case Manager and Clients daughter

Job Summary: To work within a team in a rehabilitation and support role, enabling the client to lead as fulfilling a life as possible, maximising their physical and psychological well-being and safety always giving help and assistance with all activities of daily living.

In accordance with the client's individual care plan, support the client to meet all personal hygiene needs, elimination needs, pressure area care, nutritional and hydration needs and provide clinical support when training and competence has been achieved:

Temperature, pulse, blood pressure and respirations, oxygen saturations, urinalysis. Recognise emergency situations and respond accordingly. Undertake weight, height and BMI.

Act as a chaperone and support the client in the preparation for treatment and investigations.

To observe correct use and care of equipment reporting faults and defects as necessary.

Communicate effectively, accurately and courteously with the client and family. Report all care activities including change.

Comply with the requirements of food hygiene and safety legislation.

Attend training courses as necessary and keep up to date with Statutory and Mandatory Training.

Maintain a safe and tidy working environment, general tidiness, safety, cleanliness and care of the environment.

Use appropriate infection prevention and control procedures, which include hand hygiene, disposal of waste and dealing with body fluids.

Requirements

Ability to work using IT for email and support worker documentation.

Genuine caring profile with ability to learn and implement prescribed therapy following training and assessment regarding competence and confidence.

Must hold a full driving licence and happy to drive on motorways as required.

Always behave in a professional manner.

Personal characteristics needed include:

- Caring and kind
- Willing to be hands on
- Physically able to undertake moving and handling
- Cheerful and friendly
- Able to follow instructions and procedures
- Able to work as a team but use own initiative
- Communication skill, including listening
- Organisational skills
- Observational skills
- Liaise with GP and other health professionals to ensure the client receives the medical and clinical support they need
- Demand high quality care focused on the client
- Promote a professional image through excellent communication, appropriate behaviour and professional appearance
- Deliver feedback and monitor training to support team
- Participate in multi-disciplinary meetings as directed
- Support the team with additional tasks as required.

Key Goals:

- (1) To provide night-time support as required including transferring to bed, meeting any needs whilst in bed and transferring out of bed in the morning.
- (2) To provide daytime support as required including personal care, management of catheter, administration of medication and delivery of therapy programme and structured support programme.
- (3) To identify and respond appropriately to any emergency situations. This includes checking for signs of autonomic dysreflexia.
- (4) To work on a physical therapy programme under the Supervision and guidance of a physiotherapist. Refer to physio programme and goals.
- (5) Generally, to work on an active programme of support to include a range of activities. To support recommendations made by the treating therapists.
- (6) Respect the need for confidentiality when the client or their family speak/communicate on matters of a private and personal nature.
- (7) Enable the client to make choices and decisions whenever possible.
- (8) Read and keep updated with all CCMS policies and procedures.
- (9) To partake and complete training when necessary.

Aids to Daily Living:

- i) Help to keep the client's home clean and tidy.
- ii) The client's washing and ironing to be kept up together. The client should always be well presented and cleanly dressed.
- iii) Report any breakages as soon as possible.

- iv) Report any hazards or health and safety concerns as soon as possible.
- v) Check all equipment is in safe working order as per risk assessment requirements.
- vi) Take the client shopping, outings etc.
- vii) Keep the client clean and bathed, hair and oral care.

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 three-month probationary period with a formal appraisal three months 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 the client’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.

*Please note: Community Case Management Services Ltd are not the Employer nor should we be referred to as such.

Signed

Date