

JOB DESCRIPTION

Job Description:	Support Worker/Buddy
Responsible to:	Eloise James/Chris Collings, Case Management
Employed by:	Sharon Tuckey, Deputy, on behalf of LS
Job Summary:	<p>To work with the client in a rehabilitation and support role, supporting the client with cognitive tasks, emotional and behavioural issues, community access, development of leisure time interests, relationships and day to day activities, in order that he can lead as positive and fulfilling a life as possible since his brain injury.</p>
Requirements:	<p>Relevant experience relating to the key goals of the role, as outlined.</p> <p>Well organised, responsible, trustworthy and very reliable, attending all agreed shifts, unless for very good reason.</p> <p>Good communicator, liaising with the client, his family, and other professionals involved, as necessary.</p> <p>Outgoing personality, who can provide good company and who will enjoy talking with the client and taking part in planned activities.</p> <p>Confident, creative and independent, in assisting the client in researching and planning activities. Ability to take the initiative and work alone is key.</p>

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

Available for shifts as described in the job ad.

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

Holder of a full driving licence and happy to drive on motorways and long-distance as required.

Key Support Goals:

- (1) Promote the client's wellbeing and happiness at all times.
- (2) Consistently reinforce safe and appropriate behaviour and positive choices that the client demonstrates, in line with his support programme.
- (3) Enable the client to access the local community and engage in appropriate activities in line with the overall support programme and risk assessment.
- (4) Support the client to plan and complete weekly shopping for groceries, household items and clothing.
- (5) Support the client in planning for activities and events that they enjoy and to take part in these activities with them when the client wishes, including attending the gym and meals out.
- (6) Become familiarised with the type of activities and events that the client is interested in, in order to be better able to assist and encourage the client in making appropriate plans.
- (7) Support the client in researching new activities and events that they would like to take part in and maintain a calendar of appointments, events and activities, at least a month in advance to ensure that the client has adequate notice.

- (8) Support the client to plan day trips, holidays and trips away, and attend these with the client, as appropriate.
- (9) Support the client with dating in a safe and healthy manner, including using online dating apps.
- (10) Work with the case management and therapy team to support the client with reference to guidelines to identify when he is being financially exploited and how to act accordingly.
- (11) Support the client with socialising and building and maintaining meaningful relationships, with new people and family, as appropriate.
- (12) Support the client with administrative tasks including telephone calls, reading and writing letters, emails, etc.
- (13) Drive the client to activities and appointments when required.
- (14) Promote a safe environment for the client in the home and in all community based activities.
- (15) Respect the privacy of the client and family. All matters relating to the client's situation are to be treated as confidential and are not to be disclosed to any third party.
- (16) Support the client in and around any meetings and appointments that he may find difficult to attend and/or process, e.g. professional appointments, GP appointments, statutory input, etc.
- (17) Take responsibility for completion of administrative tasks and paperwork, completing support notes and reports, recording targets, completing handovers, etc. in a timely manner.
- (18) Support the client with purchases, as and when necessary, and keep any relevant financial records to present to the case management team/deputy.

- (19) Work closely with the case management team on reviewing and updating care documentation, including risk assessments, on a regular basis.
- (20) Maintain good communication with the team and other professionals to ensure a consistent approach by all.
- (21) Use initiative when unforeseen events occur and communicate with all relevant parties.
- (22) Report all important issues to the case management team and where appropriate use incident reporting.
- (23) When unsure of appropriate action to take, contact the case management team for advice.
- (24) Maintain professional boundaries. While the Support Worker/Buddy role is intended to support the client, it is not intended to take the place of other friendships and relationships.
- (25) Read and keep updated with all CCMS policies and procedures.
- (26) Work with the case consultant in planning and implementing policies, procedures and protocols relating to COVID-19.

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 management team/deputy.

Pay Monthly: A form will be forwarded to you for completion regarding details required. Hours and expenses will be collected on a monthly timesheet in order to be sent to case manager for checking by the 15th of the month. You will be paid by BACS.

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.

Meetings: All support workers must attend meetings with the case management team and therapists, as relevant. 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/Buddy Job Description, outlining the responsibilities of a Support Worker/Buddy, 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.....