

## **JOB DESCRIPTION (CCM3280 - JW)**

Job Description:	Support Worker
Responsible To:	Case Manager – Rachel Dodwell
Supported by:	Assistant Case - Manager Amanda Batchelor Tel: Main Office 01608 682 522
Job Summary:	<p>To work with the client in a supportive and enabling role, enabling her to lead as fulfilling a life as possible, whilst always maximising her physical and psychological well-being and safety.</p> <p>To give help and assistance with activities of daily living.</p> <p><i>Please note: Shifts are a 24-hour live in shift generally 2 to 3 shifts at a time. Rota's are prepared in advance.</i></p>
Requirements	<p>Ability to work using IT for email and support worker documentation.</p> <p>Genuine caring profile with an appeasing and non-authoritative approach.</p> <p>Ideally with an interest/or will be inquisitive to learn about topics such as culture and the arts.</p> <p>An ability to understand, learn and implement therapy aims following training (This underpins the delivery of all support). Assessment regarding competence and confidence is required.</p> <p>Driver and car owner is desirable, who is willing and able to drive their own car and on motorways as required.</p>

Treating therapists have been appointed and initial assessments carried out:

### **Key Goals:**

- (1) To work on an occupational therapy programme under the supervision of an occupational therapist to support both physical and psychological functional ability. Use appropriate aids and

equipment as taught as part of daily routines having been assessed as being confident and competent. Refer to OT programme and goals.

- (2) To work on speech/communication under the supervision of a speech therapist and encourage confidence in all communication. Follow any instructions regarding the client's ability combined with the therapeutic needs. Give opportunity for communication; the client is interested in topics such as music, art and theatre. Refer to SLT programme and goals.
- (3) To work with a neuro psychologist implementing taught strategies to increase functioning and manage memory, and cognitive problems. Refer to neuro psychologist's goals and strategies for management.
- (4) To work on an active programme of support to include a range of meaningful activities, i.e. attendance at choir (once lockdown restrictions are eased). To support recommendations made by the treating therapists.
- (5) To escort the client to therapy sessions and for outings, and would be desirable for you to drive her on outings (providing you have been insured for 'Business Use' under your own motor insurance.) It is a requirement that you hold a valid licence at all times. If you do not have a car there is a taxi account and public transport may also be used.
- (6) To accompany the client on holidays by arrangement.
- (7) To support and prompt the client to regularly communicate with family members.
- (8) To respect the need for confidentiality when the client or their family speak/communicate on matters of a private and personal nature.
- (9) To provide reassurance to the client during periods of confabulation/memory difficulties/anxiety and be alert to manage potential triggers.
- (10) To re-iterate your role as and when required to the client in a sensitive and calm manner

- (11) To enable the client to make her own choices and decisions whenever possible and facilitate her independence and autonomy.
- (12) To read and keep updated with all CCMS policies and procedures

**Aids to Daily Living:**

- i) Support the client to keep their home clean and tidy to include supporting with hoovering and other light domestic tasks. *Note a cleaner is appointed for the main weekly clean.*
- ii) Support the client to undertake their laundry including washing and ironing.
- iii) Support the client to prepare and cook meals for herself and her partner.
- iv) Support the client to maintain a regular morning routine and plan for the day ahead.
- v) Support the client to maintain a regular night-time routine encouraging restful night's sleep.
- vi) In discussion with the client, support complete light gardening tasks.
- vii) Report any breakages as soon as possible.
- viii) Report any hazards or health and safety concerns as soon as possible.
- ix) Check all equipment is in safe working order as per risk assessment requirements.
- x) Escort the client shopping, and on outings such as art galleries, walks in nearby Richmond Park, visits to friends, family.
- xi) Support to attend medical and therapy appointments.

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 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 months thereafter.

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

Liaison:

All support workers 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.

Signed .....

Date .....