



JOB DESCRIPTION – SUPPORT WORKER

Job Title	Rehab Support Worker
Location	Bungay
Line Managed by	Team Leader / Case Manager
Current Pay Rate	Weekday daytime hours (Monday to Sunday) @ £13.00 per hour Waking night hours (Monday to Sunday) @ £13.00 per hour Bank Holidays @ £26.00 Per hour
Job Summary / Support Provided	The responsibilities of the Support Worker are to ensure that care delivery remains of a high standard and to support the Team Leader in effective management of the team and to deputise for the Team Leader where required.
Restrictions	This post is open to both male and female applicants.

About our Client

G is in his 30s. Several years ago, he was involved in a road traffic collision, sustaining a number of complex injuries including a traumatic brain injury (TBI), and various orthopaedic and internal injuries. He has undergone several surgical procedures and is classified to be in a low awareness state, and lacks capacity to make decisions. He is physically, functionally, and cognitively dependent on others to meet his needs. However, he is slowly becoming more responsive, and seems to be more aware of people he is close to and his surroundings. On days when G shows heightened arousal, he is able to visually track objects and people, he can follow some verbal commands consistently, and can attend to tasks for a number of minutes. He responds particularly well to his mother, which is lovely.

He has a PEG feeding tube in place to provide all necessary nutritional and fluid intake, and needs full assistance of two people with all aspects of personal care, and to assist with positioning, and moving and handling. He is at high risk of aspiration, and experiences excessive salivation, which at times results in the need for suctioning.

He has been diagnosed with scarring on his right cornea, likely to be caused by dry eyes. Greg has very poor vision in this eye, but it is thought that he has good vision in his left eye.

Following a period of acute rehabilitation and slower stream rehabilitation in Autumn 2020, Greg moved into separate fully accessible accommodation adjacent to his mother and stepfather.

Prior to the accident, he always worked outdoors. He loved the outdoors and is a real animal lover. His family are devoted to him, and he also has a young son.

As well as care and support, support workers will be fully inducted and trained by the therapists so that they in turn will be able to carry out G's rehabilitation programme. The therapy team includes an Occupational Therapist (OT), Neuro Physiotherapist, Speech and Language Therapist, Music Therapist and a Massage Therapist.

Personal Specification		Essential	Desirable
Experience	Experience of working with adults with brain injury, physical disability and complex health needs.	X	
	At least 2 years' experience of team working		
	Experience of working with therapists.		x
	Experience of working in senior role within the care sector.		X
	Experience of supervising other staff members		X
	Experience of challenging situations and / or complex family dynamics.		X
	Experience of writing and / or involved in writing support plans, policies, protocols, risk management plans.		X
Knowledge	Education to GCSE standard	X	
	Nursing, social care, rehabilitation or therapy qualifications.		X
	Knowledge and understanding of risks and risk management.	X	
	Knowledge of confidentiality, privacy and boundaries.	X	
	Knowledge of mental capacity, best interests, advocacy and empowerment.		x
Skills	Car driver with a full licence.	x	
	Confidence to drive a larger vehicle.	x	
	Good numeracy and literacy skills.	x	
	Competent in basic computer skills such as use of email.	x	
	Effective communication skills to include written, verbal, non-verbal and listening.	x	
	Be able to adapt communication style to meet the needs of the individual.	x	
	Ability to:		
	- Follow the support plan.	X	
	- Follow instructions.	X	
	- Implement instructions from Case Manager / therapists, and cascade information to all the team.	X	
	- Work as part of a team.	X	
	- Prioritise within set tasks, and adapt according to Greg's presentation on the day.	X	
	- Apply feedback to improve work performance.	X	
- Problem-solve and be able to make decisions.	X		
- Motivate self and others.	X		
- Be able to give others instructions.		X	
- Recognise when to seek guidance and help.	X		
- Use initiative.	X		
- To be calm and confident, particularly in stressful situations.	X		
- To keep detailed and accurate records.	X		
- Be flexible in approach.	X		
Personal Attributes	Mature in attitude, confident and assertive.	X	
	Reliable.	X	
	Good time management.	X	
	Approachable.	X	
	A positive role model.	X	
	Patience and sensitivity.	X	
	Good sense of humour and willingness to 'muck in'.	X	
	Enthusiasm.	X	
	Organised.	X	
	Resourceful.	X	
	Be honest and trustworthy.	X	
Be committed to training and development.	X		
Benefits	<ul style="list-style-type: none"> 5.6 weeks paid annual leave pro rata. The leave year runs from January to December. 		

	<ul style="list-style-type: none"> • For relief workers, annual leave entitlement will be calculated once every 13 weeks and the worker will be advised accordingly. • Up to two weeks authorised sick pay per year at employer's discretion (for staff with contracted hours positions). • Auto enrolment in a workplace pension scheme as applicable. • Time and a half if required to work bank holidays. • Pay to attend supervision / team meetings. • Pay and expenses when required to attend training courses requested by employer. • Annual review of pay rates.
Training	A full induction programme plus regular support, supervision and ongoing training will be provided.
Working Environment	<p>G lives in an annexe attached to his parents' home, designed to support his independent living. This is a new build, which is fully adapted to meet his needs. The home often welcomes children, including his son. The family have three large dogs who roam freely, and staff must be accepting of this.</p> <p>The working environment is a strictly no smoking environment, and under no circumstances will staff be permitted to smoke at any time during the working day. Staff will also need to ensure that they arrive on shift free from the odour of smoke.</p> <p>All of the above will be fully explained to the successful candidates at the time of employment in the Terms and Conditions of Employment.</p>

Confidentiality

The ability to respect the privacy of the client and his family is fundamental to this position. All matters relating to his condition are to be treated as confidential and are not to be disclosed to a third party. As this employment is based in the private home, it is inevitable that on occasion staff members will become privy to certain matters relating to the personal life and business affairs of the client and his family. These too should be treated with the utmost confidentiality and, wherever possible, all support staff should avoid coming into contact with family's personal belongings and correspondence.

Case Manager Details

Prepared By	Denise Jones
Position Held	Lead Case Manager
Date	22.03.2022