

JOB DESCRIPTION (JRC/KL)

Job Description:	Support Worker
Responsible to:	Kerry Lloyd, Case Manager Tel: Main Office 01608 682 522
Job Summary:	To work with the client in a support role, assisting with any tasks that she requires help with as a result of her visual impairment, and to help identify other areas for support while completing the role. To, enable the client to access activities and events in the community, in order that she can lead her life as close as possible to how she would have prior to her brain injury.
Requirements:	Relevant experience relating to the key goals of the role, as outlined. Well organised, responsible, trustworthy and very reliable, attending all agreed shifts, unless for very good reason. Good communicator, liaising with the client, her family, friends and other professionals involved. Highly motivated and outgoing personality, who can provide good company and who will enjoy talking with the client and taking part in planned activities. Confident, creative and independent, in assisting the client in researching and planning activities. Ability to take the initiative and work alone is key. Genuine caring and patient profile with ability to learn and follow training and assessment in regard to competence and confidence. Available for a variety of shifts throughout the week, including weekend shifts. 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. Use of own car is essential.

Key Goals:

- (1) Promote the client's wellbeing and happiness at all times.
- (2) Support the client, however required, in regard to her visual impairment.
- (3) Ensure that the client remains safe at all times.
- (4) Allow the client a freedom of choice and the opportunity to further develop her independence skills.
- (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) 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 planning for activities and events that she enjoys and to take part in these activities with her when she wishes.
- (8) Support the client in researching new activities and events that she 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.
- (9) Support the client with other administrative tasks including reading and writing letters, emails, etc. as required.
- (10) Support the client in maintaining relationships with her family, and to develop new relationships.
- (11) Drive the client to activities and appointments when required.
- (12) Maintain a safe environment for the client in all community based activities (subject to training and risk assessment).
- (13) Respect the privacy of the client, her friends and family. All matters relating to the client's situation

are to be treated as confidential and are not to be disclosed to a third party.

- (14) Take responsibility for completion of administrative tasks and paperwork, completing reports, recording targets, completing handovers, etc.
- (15) Maintain good communication with the team and other professionals to ensure a consistent approach by all.
- (16) Use initiative when unforeseen events occur and communicate with all relevant parties.
- (17) Report all important issues to the case manager.
- (18) When unsure of appropriate action to take, contact the client's family and/or case manager for advice.
- (19) Maintain professional boundaries. While the Support Worker role is intended to support the client, it is not intended to take the place of other friendships.
- (20) Read and keep updated with all CCMS policies and procedures.

Aids to Daily Living:

- i) Support the client to complete personal care tasks when necessary, in line with the client's wishes.
- ii) Enable and support the client in preparing for and completing domestic chores, e.g. shopping, cleaning, laundry, etc. as required.
- iii) Reporting of any hazards or health and safety concerns as soon as possible.
- iv) 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 15th of 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.

Meetings: All support workers must attend meetings with the case consultant 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.....