

JOB DESCRIPTION (AH/JE)

Job Title	Support Worker
Responsible To	Case Manager
Employed By	Richard Cussell on behalf of the Client

Job Summary

The role of the Support Worker is to:

Build a consistent and supportive relationship with the client, and client's family, and to develop the therapeutic and supportive relationship, enabling the client to achieve her full potential.

The support worker will enable the client to identify aspects of her daily experiences that might be enhanced and will work creatively with the client, family and multi-disciplinary team to help plan and facilitate activities and experiences that positively impact on the clients' quality of life.

Enabling the client to lead as fulfilling and meaningful life as possible, maximising her independence and psychological well-being and safety at all times, giving help with activities of daily living and rehabilitation. The support worker will also be expected to undertake administrative responsibilities, to include daily recordkeeping and documentation, daily handovers, timesheets, support programmes, risk assessing.

The Responsibilities of the Support Worker

- To administer medication as prescribed and to maintain associated medication records.
- Where required to prepare/supervise with meals, snacks and drinks.
- To enable the client to access the local community and engage in appropriate activities in line with the overall rehabilitation programme and risk assessment.
- To promote the client's well-being and happiness.
- To provide assistance with all aspects of her on-going rehabilitation under the supervision of any treating doctors and therapists.
- To maintain a safe environment both in the home and in all community-based activities (subject to training and risk assessment).

- To transport the client by driving her vehicle, or any other vehicle deemed suitable (subject to appropriate assessment and insurance).
- To follow the rehabilitation programme agreed with the Case Manager and treating therapists.
- To support with domestic chores linked with her overall care, these will include laundry, ironing and cleaning, and any additional tasks in the interests of providing a safe, clean, and efficient environment.
- To use initiative when unforeseen events occur.
- To work as a member of a small team to ensure good communication, flexibility, and a consistent approach to her care.
- To attend regular team meetings and training sessions and supervisions as requested.
- To make a daily report following each duty regarding her welfare.
- To liaise with the Team leader and Case Manager about general progress and regarding all incidents that are either unusual or which give raise for concern.
- To respect the privacy of our client and her family. All matters relating to her situation and family are to be treated as confidential and are not to be disclosed to a third party.

Skills Required

Support Worker required and desired skills	
ESSENTIAL	DESIRABLE
A strong and robust personality with the ability to set and maintain boundaries, while working in a person-centred way.	Knowledge and experience working with neurologically compromised clients.
Experience of working with personality disorders, BPD EUPD.	Experience working with clients in a community setting.
Knowledge and experience working with complex and dependent clients.	Competent IT skills.
Excellent communication skills.	A desire to develop own skills and career path.
The ability to work under pressure, whilst being able to remain calm and focused.	
An ability to work flexibly, covering a range of shifts sometimes at short notice.	

An ability and willingness to work creatively to maximise the qualitative experience of our client.	
Excellent organisational skills.	
An ability to work closely with multidisciplinary professionals.	
An ability to work independently whilst being willing to seek support from the Team Leader and Case Management team when necessary.	
Excellent record keeping and professional documentation.	
Competent driving skills.	

Personal Specification

The successful applicant will have excellent interpersonal and communication skills, be organised and able to plan effectively. They will demonstrate an ability to problem solve creatively. They should demonstrate the ability to work well within a multi-disciplinary team. Experience or an interest in working with neurologically impaired clients is desirable and experience/understanding of personality disorders is essential. A willingness to participate fully in training is essential.

We are looking for a bright, energetic, motivated individual, who has a robust and resilient personality, is an empathic and committed individual to fulfil this unique role.

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 six-month probationary period with a formal appraisal 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