

JEESAL RESIDENTIAL CARE SERVICES LTD

JOB DESCRIPTION

JOB TITLE	Support Worker
ESSENTIAL QUALIFICATIONS	NVQ/Diploma Level 2 in Health & Social Care is desirable

ACCOUNTABLE TO: Director of Community Services

REPORTS TO: Senior/Shift Leader/Support Service Manager

ROLE SUMMARY:

To share with other team members in ensuring that service users receive high quality, person centred support and that the service meets the CQC fundamental standards of care and the requirements of the 5 key questions – Safe, Effective, Caring, Responsive and Well-Led.

PATTERN OF WORK: **Rotational Shifts & Sleeping in duties as required**

Duties & Responsibilities

Service User Care and Support.

1. Provide support to individuals in a respectful, sensitive, compassionate and person-centred manner in all aspects of daily living which includes;
 - Personal care – washing, bathing, showering, continence, shaving, medication, eating, drinking and all other aspects of personal care
 - Cleanliness of the living environment – Dusting, vacuuming, cleaning bathrooms, living areas, bedrooms, toilets and kitchen areas.
 - Safety and tidiness of external areas/environments – Patio areas, gardens, paths etc.
 - Laundry – Washing, drying and appropriate ironing clothes and bedding.
 - Cooking – Preparing and cooking healthy nutritious meals
 - Shopping – Provisions shopping and supporting individual personal shopping.
 - Leisure Activities – Daily, evening and weekend leisure pursuits at home and in the community
 - Holiday – supporting individuals on their chosen holiday.
2. To support service users to develop their skills in various activities of daily living as detailed above.
3. Promote independence and development of appropriate skills and relationships to enable service users to make full use of community facilities.
4. Support service users to lead full lives and develop a range of relationships.

5. Drive the company vehicles to transport service users to and from external activities, visits, events and appointments.
6. Support service users flexibly in response to their changing needs and aspirations and feedback from the individual and family members.
7. Be a positive link with families and others important to the service user.
8. Support individuals to access primary care services and build good working relationships with health care professionals.
9. Administer medicines to service users following the company policy and procedure and on completion of training and successful assessment of competence.
10. Ensure that service users nutritional needs are met, that service users are supported to eat a healthy well-balanced diet and their hydration needs are met.
11. Significantly contribute to the assessment, planning and implementation and review of service users support plans and positive behaviour support plans as appropriate.
12. Contribute to the identification of risk and development of effective risk management plans
13. Support the development and implementation of individual Person-Centred Plans.
14. Support individuals to contribute to the development of their Person-Centred Plan
15. Support and facilitate opportunities for service users to speak up e.g. monthly reviews, service user meetings.
16. To ensure that all care, treatment and support is carried out in accordance with the Mental Capacity Act 2005.
17. Contribute to and participate in service user reviews as required by the Support Service Manager
18. Work within the Company procedures to ensure Health and Safety and the protection of vulnerable adults from abuse.
19. Communicate effectively with service users, colleagues and carers and other stakeholders in the Community

Service provision and development

1. To be responsible for carrying out all the duties of the role in accordance with the Company's policies and procedures.
2. To adhere to Codes of Practice for HealthCare workers and Adult Social Care workers in England and Care Quality commission Regulations.
3. Work to an agreed rota to cover the 24-hour period and adopt a flexible approach to working hours to ensure holiday, sickness/absence and training cover.

4. Report absences or change of circumstances in a timely way to ensure cover can be agreed
5. Contribute to high quality administrative procedures/record keeping.
6. Participate in staff supervision, development and training and take responsibility for developing your own knowledge and practice.
7. Maintain effective health and safety and fire safety practices.
8. Report and record all concerns, incidents, accidents and faults.
9. Maintain confidentiality within the staff team, the wider organisation and with outside agencies.
10. To accept responsibility for the safe handling of service user's money, petty cash and company credit cards.
11. To participate in cost effective control and issue of the services and company equipment.
12. To carry out other such duties that may be reasonably required.

This job description is in no way finite and should be seen as part of a dynamic process in which individual's and team, responsibilities can develop in accordance with the changing needs of the service users, the service itself and the Jeesal Group.