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JOB DESCRIPTION

Position: Support Worker

Reports To: Care Coordinators, Deputy / Service Manager

Responsible To: Registered Manager

Job Purpose:

Support Workers are responsible for delivering high quality personalised support to individual service-users in accordance with Care Quality Commission Fundamental Standards (where personal care is delivered), the Health and Social Care Act 2008 and the Care Act 2014, providing quality support, care and life experiences to service users based upon the six basic values of privacy, dignity, independence, choice, rights and fulfilment. Service Individuals accessing the services of Expeditions Living will have complex needs and the role of the Support Worker will be to appropriately respond to each individual's needs and requirements in line with the Support Plan, Risk Management Plan and any related specific risk assessments and protocols that are in place to ensure the person is supported in the best way possible.

Support Workers are expected to demonstrate through their daily work that they are:

- Protecting the rights and promoting the interests of service users and carers at all times
- Striving to establish and maintain the trust and confidence of service users and carers

- Promoting the independence of service users while protecting them as far as possible from danger or harm.
- Respecting the rights of service users whilst seeking to ensure that their behaviour does not harm themselves or other people
- Being accountable for the quality of their work in all interactions and in accurate record keeping and taking responsibility for maintaining and improving the service.
- Developing their professional competence including through reviews of work in supervision and annual appraisal

Main Duties of a Support Worker

1. To act as a positive role model and team member through:
 - a) Actively encouraging the people we support to have the best quality of life possible through following the plans in place and encouraging involvement in activities both inside the home and outside in the community
 - b) Advising managers promptly of any concerns that may be impacting on quality
 - c) Advising managers of any changes that may be needed to ensure support remains as person-centred as possible
 - d) Fulfilling daily shift requirements in line with policy, ensuring all record keeping is clear, legible and complete
 - e) Incorporating the changing needs of service users into delivery as directed by the Care Coordinators, Deputy or Service Manager
 - f) Assisting the company by responding to reasonable requests for support
 - g) Attending and contributing to Staff team meetings
 - h) Developing and maintaining knowledge of the regulatory frameworks in which we work including but not limited to knowledge of the Key Lines of Enquiry (KLOEs) used by CQC
 - i) Taking responsibility for own awareness and practice by accessing organisational policies and procedures and ensuring they are adhered to at all times.
 - j) Demonstrating a positive attitude towards personal ongoing professional development

2. To facilitate effective communication within the staff team through:
 - a) Having a fully up to date understanding of each individual's needs (including communication requirements) through reading and reviewing the Support and Risk Management Plans, and any specific risk assessments
 - b) Contributing towards keeping plans updated in a way that reflects the changing needs of the individual service-users
 - c) Taking on board and acting on advice and guidance from Seniors, Deputies and Managers (including On-Call First Responders and Managers) in line with policies, procedures and Support and Risk Management Plans
 - d) Completing all records accurately and completely
 - e) Attending and contributing to staff meetings
 - f) Bringing to the Care Coordinators, Deputy or Service Manager's attention any concerns for the individual's welfare including any safeguarding concerns without delay whilst ensuring the service-user is consulted with throughout
 - g) Completing and submitting time-sheets every Monday morning as directed by the Manager to enable them to process these within company timescales

3. To participate in planning and delivering quality care and support for service users to include:
 - a) Acting as Key Worker for designated individuals where designated by the Manager
 - b) Identifying and supporting review of the service user's emotional, physical, psychological, social and spiritual needs and supporting individuals to make appropriate decisions for action in consultation with the Management team
 - c) Delivering a clearly defined programme of care and support for each service user that reflects the Support Plan and Risk Management plan and ensuring that service user files are kept up to date and accurate and completely legibly and fully
 - d) Liaising with relatives, Care Managers and other professionals as directed by the Senior, Deputy and Service Manager

- e) Supporting positive and motivational interactions with service-users to support their achievement of identified goals
- f) Working collaboratively with managers and other staff in providing an effective 24-hour service, demonstrating a reasonable degree of flexibility to ensure all shifts are covered with the required staffing levels
- g) Maintaining a good standard of hygiene and tidiness and supporting the individuals being supported to participate in this
- h) Checking all equipment including emergency and fire equipment where in place and reporting any defects
- i) Ensuring accurate recording and reporting of any accidents and incidents and 'near-misses' involving service users and or staff in line with policy and procedure
- j) Ensuring effective and safe medication administration and record keeping whilst on shift where medication administration is applicable
- k) Ensuring any personal care delivered is carried out in line with the Support and Risk Management Plans and in a way that always respects the person's dignity, respect and privacy
- l) Participating in service user's reviews as requested
- m) Participating in staff meetings, contributing to the review of current working practices and future developments
- n) Supervising and sharing mealtimes with service users where this is indicated in the Support and / or Risk Management Plan, to encourage a positive attitude towards food and to ensure safety
- o) Assisting in the delivery of occupation and leisure opportunities following individual programmes in conjunction with, and following guidance from the service user and the management team
- p) Thinking creatively about creating and delivering appropriate leisure opportunities for service users
- q) Organising transport and where needed or scheduled and accompanying service-users so they can attend activities or appointments.
- r) Attending training including refresher training to ensure skills and knowledge are kept up to date and where the need for additional training has been identified
- s) Reflecting on professional development through attending regular supervisions and annual appraisal

4. Support day to day delivery of care and support to people using services including through:
 - a) Supporting service users within the service including to achieve their goals
 - b) Acting as a communication link within the service for the people who use it, work for it and who are relatives, friends, advocates and professional colleagues
 - c) Encouraging service users to make decisions for themselves
 - d) Administering medication as appropriate and in line with policy, procedures and any protocols in place for the individual, helping maintain safe custody of drugs, including controlled drugs.
 - e) Checking and witnessing the administration of medication when on duty.
 - f) Handling and safe keeping of monies and accurate recording of financial transactions where applicable
 - g) Organising, implementing and reviewing leisure and occupational pursuits in line with the service user's aspirations and goals as directed by the Managers
 - h) Supporting shift cover at short notice

5. Other Support Worker Duties
 - a) Ensuring service-users communication needs are met within all activities
 - b) Maintaining good order and cleanliness, carrying out related tasks and encouraging service users where appropriate to take responsibility for the upkeep of their home
 - c) Contributing through fulfilling delegated tasks to infection control (registered homes)
 - d) Appropriately caring for and where appropriate checking all equipment in the home, including emergency equipment, reporting any concerns to Care Coordinators, Deputy or Service Manager
 - e) Promoting a service culture through own practice in which a holistic approach is taken to ensuring service-user needs are met, be they social, emotional, cultural, spiritual, educational
 - f) Working collaboratively with colleagues to provide an effective 24-hour service.

This Job Description is not intended to be a complete list of duties and responsibilities, but indicates the main aspects attached to this post. It may be reviewed and amended at a future time after discussion with the Manager and staff, to take into account any changes and recommendations.

<p><u>Skills</u></p> <ul style="list-style-type: none"> • Ability to build rapport with service-users and maintain effective and positive working relationships that keep the person at the centre of their support • Ability to work using own initiative and as a team member • Ability to work under pressure in a professional manner. • Ability to organize, prioritize and complete tasks. • Ability to communicate with service users, families and professionals appropriately whilst maintaining confidentiality. • Good oral and written skills. • Ability to reflect on practice, recognizing strengths and development needs and working towards identified improvements. • Ability to understand the complex needs of individuals who display behaviours that challenge. • Ability to deliver personal care, whilst treating service users with dignity and respect. • Ability to promote independence. • Willingness to undertake training/professional development 	<p>All Essential</p>
<p><u>Responsibilities and accountabilities</u></p> <p>Responsibilities as out lined on the Job Description and accountable to the service users, families / representative, senior staff, external agencies / health professionals and regulatory bodies.</p> <p>Responsibility for accessing organisational policies and procedures and ensure they are adhered to them at all times.</p>	<p>All Essential</p>
<p><u>Personal Qualities / Attributes and attitudes</u></p> <ul style="list-style-type: none"> • Values that keep individuals at the centre of their care demonstrating dignity and respect and appreciation of diversity • Non-judgmental and non-discriminatory practice • Disciplined and professional approach to work. • Flexibility and adaptability • Tact and diplomacy • Hard working and motivated with enthusiasm • Willingness to learn and use new skills • Interpersonal skills • Solution seeking with a positive 'can-do' attitude 	<p>All Essential</p>

<p><u>Other</u></p> <ul style="list-style-type: none"> • Clean driving license • Good general health to perform manual handling, physical intervention, personal care and First Aid for example (all taught in training) – if you have any health concerns which may affect your performance please disclose these on the health questionnaire given with the offer letter • Ability to work shifts week-ends, bank holidays and sleep-ins or Waking Nights 	<p>D E D</p>
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