**VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Support Worker |
| Reports to: | Senior Carer/Care Coordinator |
| Job Overview:(Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)ca | * To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Care Coordinator
* To support and enable Service Users to maintain skills and personal interests whilst delivering person-centred care unique to the Service User
* To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge
 |
| Location: | The Service User’s home. |
| Working Hours: | 5 days over a 7-day period, with varying shift patterns as agreed with the Care Coordinator. |

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| **Responsibilities and Duties of the Job** |
| Role Specific Duties: | * Ensure Service Users are at the heart of care delivery and their wishes and preferences enhance their wellbeing
* To support Service Users with all aspects of their day to day living, enabling them to enjoy the best possible quality of life
* Most of the employee's work will be alone with the Service User in their home
* Compassion, good communication skills and a calm and caring manner are essential for this important role
* Ensure Care Plans and other information about how to support Service Users are followed
* Be responsible for informing the Senior Carer/Nurse of any changes in the needs of Service Users
* Be responsible for promoting and safeguarding the welfare of those individuals they support
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| Working with Others: | * Develop effective working relationships with other employees
* Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for people
* If desired by the Service User, maintain and develop relationships with family, friends and other people important in their life
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| Leading by Example: | * Seek opportunities for personal and professional growth
* Be a role model for other Support Workers and be an ambassador for the service
* Be professional, polite and reasonable at all times
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| Personal Responsibilities: | * Commit to achieving the relevant qualifications commensurate with the role
* Attend statutory training and any other training as directed by management
* Understand and follow all policies and procedures relevant to the role
* Be open to learning opportunities
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**Specific Requirement for Qualifications**

**Essential**

**Desirable**

**Specific Requirement for Skills**

**Essential**

**Desirable**

**Person Specification**

|  |  |  |
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| Good English - Written and verbal |  |  |
| Yes No | Yes No |
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| RQF in Social Care | Yes No | Yes No |
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| **Proficient Written Skills** |
| * Maintain all Care Plans/care records in accordance with Solutions In
 | Yes | No | Yes | No |
| Service policy |
| **Leadership Skills*** Ability to induct and orientate new employees to the job role
* Provide Service Users with support/assistance as they accomplish daily
 |
| tasks, including bathing, eating, dressing, grooming and using the | Yes | No | Yes | No |
| bathroom, as dictated in their Care Plan* Communicate any problems, concerns or changes to Service Users’ family members as needed
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| **Communication Skills*** Support Workers must build rapport with people by establishing personal connections and showing interest in their lives
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| * Support Workers must be able to communicate effectively with Service

Users | Yes | No | Yes | No |
| * Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of Service Users
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| **Problem-Solving Skills*** Support Workers need to be able to adapt and address situations
 |
| quickly* Plan, develop, implement and assess approaches to promote health
 | Yes | No | Yes | No |
| and well-being, whilst recognising and reporting situations where there might be a need for protection |

**Specific Requirement for Previous Experience**

**Essential**

**Desirable**

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| Previous experience of working in domiciliary care | Yes No | Yes No |
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| Previous experience of working in similar role | Yes No | Yes No |
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| Experience of working with Service Users, in particular, those that may haveadditional support needs | Yes No | Yes No |
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**Value-Based Personal Qualities**

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| **Area** | **Specific Requirement** |
| Working Together | * Involve Service Users, family, external agencies & colleagues
* Speak up when things go wrong
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| Respect and Dignity | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices
* Promoting independence and encouraging appropriate risk taking
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| Everybody Counts | * Ensuring no one is discriminated against or excluded
* Understand human rights and impact on care delivery
* Facilitating people to ‘speak up’ about concerns and acting upon them
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| Commitment to Quality of Care | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services
* Being accepting about criticism and focusing on improvement
* Being open to new opportunities for learning and identifying the limits of skills and knowledge
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| Compassion | * Treating people with kindness
* Understanding the importance of empathy in all areas of employment
* Understanding the values of others and always providing a caring service
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| Improving Lives | * Focus on how things could be done better and sharing ideas
* Understanding of wellbeing and what is important to people using the service
* Improving outcomes for people
* Ensuring appropriate services are provided for people using the services
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**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**