**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 |
| 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 |
| 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 |
| 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 |

**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 | | | | |
| **Communication Skills**   * Support Workers must build rapport with people by establishing personal connections and showing interest in their lives | | | | |
| * 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 | | | | |
| **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 have  additional 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 |
| Respect and Dignity | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices * Promoting independence and encouraging appropriate risk taking |
| 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 |
| 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 |
| 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 |
| 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 |

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**