

# Support Worker: Job Description

## Role Objectives

- To aid the customer to live within the communities in which he/she resides.
- To encourage the customer to live as independently as possible.
- To provide an individual person centred service to all customers specific to their needs.

## Responsibilities to the Customer

### Integration into the community

Identify, create and/or participate in opportunities which involve the customer interacting and becoming part of his/her local community. This may include building positive relationships with neighbours, participating in local activities and events and hosting a gathering with friends.

### Encouraging independence

Develop creative ways of motivating the customer to partake in the day to day routines of their life. This will include participation in household chores, meal preparation and personal care as far as the customers abilities allow.

### Promote individuality

Provide opportunities which allow the customer to make choices on how their support is delivered. This can range from giving a variety of meal options, assisting in the development of their day to day schedule and allowing the customer to choose what he/she wears.

### Safeguarding the customer

You must report any activity or attitude which raises a concern in behavioural changes that could result in the customer being distressed or taken advantage of. Ensuring procedures are followed and reported to your line manager in the first instance. It is imperative that the customer's wellbeing and safety is your number one priority at all times.

### Delivering personal care

Assist customers with their personal care needs which will include toileting, bathing, cleaning, helping with the laundry, changing bed linen, preparing meals and administering medication. Personal care must be delivered sensitively, with dignity and respect to a high standard taking into account the customers preferences.

### The role of a customer representative

Act as a representative on behalf of the customer (if required) with family members, doctors, nurses, dentists and other external agencies. As the representative you will be required to communicate effectively ensuring that the customer's symptoms, concerns, needs and wants are communicated correctly.

### Positive interaction

Engaging with the customer and building relationships, enabling you to facilitate

conversations. Establishing trust as well as creating friendships through a friendly professional manner. You must engage the customer's attention and identify those interactions which prompt positive behaviours and expression.

You must ensure that you are on time for all of your shifts as the customer is relying on you to provide the support that he/she needs. It is imperative that you communicate with your manager should you not be able commit to your shift pattern.

## Responsibilities to the Team

### Administration and reporting

Assist in devising, implementing and reviewing customer care plans ensuring that they are individualised to each customer. You are also required to complete all documentation, including medication sheets and incidents reports in a timely and accurate manner.

Conduct regular safety checks and report any concerns or maintenance tasks to your Service Manager.

### Training and development

Participate in initial mandatory training courses to ensure that you have the most up to date knowledge and participate in regular supervisions and appraisals so that training needs, work performance and career opportunities can be evaluated.

### Working as a team

Participate in rotas including bank holidays, weekends, evenings and sleep in duties and assist in providing cover for your team during absences and holidays. We operate 365 days a year including all bank holidays and weekends, flexibility is required.

Supporting team members with a customer (if required) and sharing your experiences with one another in the aim of creating a learning environment.

## Responsibilities to People in Action

### Working within People in Action policy and procedures

Adhere to the policies and procedures outlined in the Manual of Procedures at all times.

### Company representative

You must ensure that you act professionally at all times and remember that you are representing People in Action, whether that is in the customers home or out in the community.

From time to time you may be required by the Organisation to perform any additional or other functions that the Organisation considers necessary to meet the needs of the Organisation.

## People In Action: Person Specification

<b>Education &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Good level of numeracy &amp; literacy</li> <li>• Experience of working as a support worker or a similar role</li> <li>• Holds a full UK driving license.</li> <li>• Life experience: understands the challenges of creating positive relationships and the fulfilment such relationships can bring.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li></li> <li></li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li></li> <li>✓</li> <li>✓</li> <li></li> </ul>
<b>Skills &amp; Abilities</b> <ul style="list-style-type: none"> <li>• Ability to communicate, listen and understand the customer using verbal and non-verbal techniques</li> <li>• Assist the customer to develop and maintain relationships</li> <li>• Ability to know when to provide support to a customer and when to step back.</li> <li>• Ability to identify opportunities which the customer will enjoy and benefit from.</li> <li>• Must be flexible in how you apply your skills to each customer, ensuring that you do not use a one size fits all approach.</li> <li>• Observe the customers body language and behavioural patterns and recognise when you need to intervene.</li> <li>• Maintain the customers confidentiality at all times</li> <li>• Able to deal with confrontation and negative behaviour.</li> <li>• Ability to review your own performance</li> <li>• To report any activity or attitude which might take advantage of, or abuse, the vulnerable nature of our customers.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	
<b>Personal Attributes</b> <ul style="list-style-type: none"> <li>• Demonstrates a positive image of people with learning difficulties.</li> <li>• The ability to remain patient and calm in challenging situations</li> <li>• Understand the customer's strengths and weaknesses</li> <li>• Treat the customer with dignity and respect their life choices. It is imperative that you do not impose your life choices onto the customer.</li> <li>• Committed to getting to know the customer</li> <li>• Polite and considerate towards the customer and the customers home.</li> <li>• Show that you are trustworthy and reliable</li> <li>• Able to interact and socialise with the customer positively.</li> <li>• Helpful, caring and approachable.</li> <li>• Outgoing and prepared to step out of your comfort zone</li> <li>• Demonstrates an understanding and commitment to equal opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	