



JOB DESCRIPTION

JOB TITLE: Support Worker

HOURS: Variable: Minimum of 16 hours per week some hours at evenings and weekends

SALARY: Level 2 Pt 14 – 16
Level 3 Pt 17 - 19

REPORTING TO: Locality Manager

LOCATION: Providing support in areas where the Society provides services including Stockport, High Peak area of Derbyshire, Trafford, East Cheshire (subject to review)

Support Workers must be prepared to work at all Society premises and undertake activities in the community.

MAIN PURPOSE: To support disabled children and adults in a variety of settings relevant to the services being offered by the Society in accordance with support plans.

To ensure that people gain maximum benefit and are able to live full and active lives in line with the changing needs of service users, parents/carers, government legislation, local authority policies and best practice.

MAIN TASKS: All levels

Person centred support

1. To ensure that all support is provided in a way that promotes service users choice, develops independence in all aspects of their lives, respects their dignity and privacy and enables them to participate as fully as possible in their communities.
2. To ensure that all support is provided in a way that assists the achievement of outcomes stated in an individuals person-centred support plan.
3. To promote the self-esteem, happiness and emotional health of service users.
4. To develop and sustain positive, trusting and professional relationships with service users.

5. To effectively communicate with service users using their preferred communication method and encourage them to express their needs views and concerns.
6. To adhere to the operational guidance in place for the use of the Customer Relationship Management system (CRM) in terms of ensuring service user information is kept upto date and accurate regarding support provided.

Level 2 Support Workers must be competent in the following tasks:

Personal Support, Care Administration and Record Keeping

1. To support service users on a one to one basis with personal care matters including intimate personal care, eating, drinking etc. ensuring the support given is in line with the individual support plan and risk assessments whilst maximising independence and ensuring the health and well-being of the individual at all times.
2. To support service users within their own homes to undertake daily living skills such as ironing, vacuuming, shopping and other general cleaning tasks.
3. To support service users in accessing facilities and group activities either within Stockport CP or their local community.
4. To offer support with mobility issues through the knowledge of individual support plans and risk assessments. This will include assisting with transfers, using specialist equipment such as hoists and overhead tracking, pushing wheelchairs, organising suitable public and private transport and undertaking escort duties. To report any issue with equipment to the Locality Manager.
5. To undertake an ongoing risk assessment of the support being provided and to highlight any concerns as soon as possible to the Locality Manager.
6. To maintain clear and accurate records, including financial records where appropriate, of the support provided and achievements made by completing the appropriate paperwork in place.
7. To be part of the assessment and review process in place for service users and to actively contribute to this process by highlighting changes in need, medical concerns etc. as soon as possible.
8. To report any safeguarding issues to the Locality Manager.
9. To administer prescribed medication via oral, inhalation, Buccal Midazolam (after specific training has been given and competences checked) and topical routes when supporting on a 1:1 basis and to feedback any issues and concerns to the Locality Manager as a priority.

Plan, deliver & evaluate Individual 1:1 sessions and activities

1. Based on individuals Pathway and support plans, be responsible for planning & delivering sessions/activities on an individual 1:1 basis either building based or in the community. To report back on session/activity plans including how the support provided has enabled individual objectives and targets to be met.
2. To be responsible for identifying and purchasing resources required for individual 1:1 sessions/activities.
3. To contribute to the evaluation of the progress made by individual service users by recording individual outcomes and achievements in an appropriate format.
4. To contribute to the formal support plan process and be part of the formal risk assessment process for services users.
5. To be responsible for the delivery of an individual's nutritional requirements' including the provision of PEG feeds and assistance with complex feeding requirements etc.
6. To administer prescribed medication via oral, inhalation, Buccal Midazolam & rectally (after specific training has been given and competences checked) and topical routes when supporting on a 1:1 basis and to feedback any issues and concerns to the Locality Manager as a priority..

Level 3 Support Workers will be competent to fulfil Level 2 Tasks and will mentor/shadow Level 2 Support Workers and contribute to the Care Certificate process. In addition, a Level 3 Support Worker must be competent in the following tasks.

Plan, deliver & evaluate Group sessions and activities

1. Based on individuals Pathway and support plan be responsible for planning and delivering group sessions and activities in consultation with Service Users. To prepare written session plans including setting of group objectives, targets and risk assessments.
2. To be responsible for identifying and purchasing resources required for group sessions/activities.
3. To co-ordinate support staff within the group session; activity; or program of support to an individual in the community ensuring that session aims and individual targets and outcomes are met.
4. In conjunction with the locality manager to lead on the new review process for individual service users.
5. To lead on and undertake the development of behaviour support plans and moving and handling assessments and any other complex support requirements in consultation with the Locality Manager
6. To be responsible for ensuring that personal information held in relation to service users being supported is maintained and kept up to date.

7. To be familiar with Staff Plan and how it works as a Resource Planning Tool.
8. To Deputise for the Locality Manager where appropriate.
9. To take part in Safeguarding processes in line with the Society's policy and local authorities policies as applicable, in conjunction with the Locality Manager.
10. To lead on the administration of complex medication regimes which will include the delivery of medication via alternative routes such as a PEG site for example.

Supervision and Training: (All Levels)

1. To attend regular supervision sessions with the Locality Manager in order to ensure good practice in line with the Society's policies and procedures and comply with relevant CQC & Ofsted standards, requirements and statutory regulations.
2. To undertake all mandatory training relevant to the role of the Support Worker, i.e. manual handling, first aid etc. Together with the Locality Manager identify skills gaps and how the gaps can be filled through a Personal Development Plan (PDP)
3. To undertake Induction and Foundation training in line with the Care Standards Act.
4. To undertake the Care Certificate and QCF qualifications as appropriate as part of the role of Support Worker in line with the Care Standards Act.
5. To complete timesheets relevant to the work that has been undertaken and to submit these to the Locality Manager on identified dates.
6. To inform the Locality Manager of the support being provided to service users on a weekly basis through the agreed local way of working.

General: (All Levels)

1. It is preferably to hold a current valid driving licence, to have access to a vehicle insured for business purposes that can be used in order to travel to and from support being undertaken.
2. To work flexibly across the Society to meet service demand and needs this will/may include weekend and unsociable hours.
3. To carry out other duties reasonable to the post of Support Worker and with prior agreement with the Locality Manager.
4. To understand how the Society's service is delivered via the Customer Pathway.

	<p>16. To have experience of identifying and purchasing resources required for individual sessions/activities.</p> <p>17. To have experience of formal risk assessment processes.</p> <p>18. To have experience of delivering an individuals nutritional requirements including the provision of PEG feeds and assisting with complex feeding requirements.</p> <p>19. To have experience of administering prescribed medication.</p>	<p> </p> <p> </p> <p> </p>
<p>Behaviour Competencies</p>	<p>Ability to quickly understand new tasks.</p> <p>Ability to maintain effectiveness in differing situations and environments.</p> <p>Ability to be confident in dealing and working with others.</p> <p>Ability to work to meet standards of excellence</p> <p>Ability to understand and learn new information and new tasks to be performed.</p> <p>Ability to modify own behaviour in responses to different situations.</p> <p>Ability to display confidence in own ability to overcome obstacles.</p> <p>Ability to make sure data is accurate and keeps track of many details without forgetting them.</p>	

Support Worker Level 3

	Criteria (unless stated this is essential)	Assessed by:
Qualifications	NVQ Level 3 Qualification or Equivalent	Application
Work experience	3 years' experience working in Health and Social Care. 1 years' experience of supervising sessions/activities	Application
Knowledge, skills and abilities	<ol style="list-style-type: none"> 1. To have experience of planning and delivering sessions/activities to groups including preparation of written session plans which include setting of group objectives, targets and risk assessments. 2. To have experience of co-ordinating support staff within the group sessions 3. To have experience of contributing to the review process for service users 4. To have experience of undertaking the development of behaviour support plans and moving and handling assessments. 5. To be familiar with Staff Rostering Systems and how they work. 6. To have experience of taking part in safeguarding processes. 7. To have experience of administering complex medical interventions. 	<p>Interview</p> <p>I</p> <p>A & I</p> <p>A & I</p> <p>A & I</p> <p>I</p> <p>A & I</p> <p>A & I</p>
Behavioural Competencies	<p>Ability to seek opportunities to build knowledge in areas seen to be useful to the Society.</p> <p>Ability to deal effectively with people from a variety of backgrounds, disabilities and needs.</p> <p>Ability to remain calm when under pressure and in difficult and stressful circumstances.</p> <p>Ability to raise problems openly and question when something is done that goes against Society norms.</p> <p>Ability to develop an atmosphere of team working and co-operation.</p>	Interview using competency based questions