



Job Description and Person Specification

Job Details	
Job Title	Support Worker
Business Unit or Function	Operations
Reporting to	Cluster Team Manager for Supported Living Services Registered Care Home Manager, Deputy Care Home Manager and Senior Support workers for Residential services
Hours of work	Shift work - We provide 24/7 support to some people, so you will need to have flexibility to work shifts, including sleep in nights, weekends and Bank Holidays.

Job Role Overview	
Main purpose of the role	<p>Our Mission: The best life possible Our Vision: People with learning disabilities should be able to live within their communities with all the choice and support they need to live the best life possible.</p> <p>This job is important because:</p> <p>You will enable the people we support to lead fulfilling lives based upon their personal support needs. You need to work to the standards set internally (by Hft) and externally (for example, by the Care Quality Commission), doing all you can to make sure that the people we support and your colleagues come to no harm and that they are satisfied with the level of support they receive. You will achieve this by communicating with individuals and by following the underpinning principles of Person-Centred Active Support (PCAS), namely:</p> <ul style="list-style-type: none"> • Making sure that you support people to be as involved as possible in every moment of their lives • Offering people opportunities to be involved as often as possible, in the way that best suits them, e.g. as little or as much as they like • Offering 'just enough' support to ensure people succeed • Ensuring that people you support make as many choices as possible, so they remain in control • Keeping the people we support and yourself safe by following government and industry guidelines and wearing the correct PPE at all times

**Core
accountabilities
and
Responsibilities**

1. Support people with learning disabilities to the highest standard and in line with their support plan, cultural needs and wishes
2. Support people to manage their own home, including supporting individuals with maintaining their tenancies and give support and guidance when individuals move home
3. Support people with personal care if required, which may include toileting and bathing, in line with their support plan
4. Support and encourage people to make choices and life decisions in line with the Mental Capacity Act requirements
5. Assist and encourage people to engage in everyday home, social, leisure and work-related activities, according to the individual's choice.
6. Support people with their health needs as required, e.g. taking medication and attending doctor's appointments
7. Keep accurate and up to date records using internal IT systems
8. Support people with their finances, where necessary, and in line with Hft guidelines
9. Promote health, safety and well-being of the people we support
10. Work positively with colleagues, families and external organisations and professionals.
11. Look for opportunities to use Personalised Technology to increase people's independence
12. Maintain confidentiality at all times
13. Improve the support provided by discussing any new ideas
14. Participate in learning and development opportunities as required
15. Safeguarding - protect the people being supported from abuse/poor practice by undertaking Safeguarding Adults Training so you understand how, when and who to report concerns to.
16. Adhere to and maintain Hft's Health and Safety policies, standards and guidelines at all times.
17. Carry out a range of duties and undertake any other duties as specified from time to time in accordance with Hft business requirements.

It is the nature of the work that responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way when the occasion arises in order that tasks which are not specifically covered in their job description are covered.

Qualifications/Skills/Experience (Essential unless specified otherwise)

Education and Qualifications/ Experience/ Skill Requirements Knowledge Requirements

These are the qualities and behaviours that Hft support staff must have.

Communication – *we need people who*

- Like being around people
- Value input from others
- Are good listeners
- Are willing to try new approaches
- Are able to communicate using a range of methods
- Communicate openly with people
- Articulate views with passion and understanding
- Speak clearly using positive, simple, straight forward language
- Articulate how they feel

Respect – *we need people who*

- Value the views of others
- Are kind and thoughtful to others
- Have a positive outlook
- Are tolerant of people who have different views
- See the person first not the disability
- Respect others point of view
- Are well-mannered and polite to everyone they come into contact with
- Tackle issues with a positive frame of mind
- Work at a pace comfortable to the person they are supporting

Cares About – *we need people who*

- Are passionate about working in social care
- Can adapt to changing routine and demands, for example those created by the coronavirus pandemic or other future unforeseen circumstances
- Are enthusiastic about supporting people
- Are patient with people
- Behave in a person-centred way
- Are interested in the people they support

Creative Thinking – *we need people who*

- Have a 'can do' attitude
- Think imaginatively and encourage people to engage in a variety of activities during the pandemic, promoting physical and mental wellbeing
- Communicate positively with people using a range of methods
- Are enthusiastic
- Use their initiative
- Present themselves confidently
- Freely express their views and asks questions

Person Centred 'must haves' – *we need people who*

- Are able to work shifts, including weekends, some nights and Bank Holidays
- Are prepared to support individuals with person care
- Are willing to work towards a qualification in Health and Social care
- Have a caring nature

- Are fully vaccinated against Covid-19 if you are to work in any of our registered Care Homes unless clinically exempt. This is to ensure we comply with the Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 (“the Regulations”).

The legislation comes into force on 11th November 2021. If you have not had your first vaccine yet, you will need to allow for a minimum of 8 weeks between vaccinations before you are able to start working in our registered care homes.

If you are medically exempt, you are required to provide us with the relevant documentation stating this.

Person Centred ‘nice to haves’ – *we need people who*

- Have experience in moving and handling
- Have a relevant qualification in Health and Social care
- Have an awareness or knowledge of Dementia and learning disabilities