

Job Description			
Job Title	Support Worker		
Reports To	Service Manager	Accountable to:	Regional Manager
Location		Salary (per annum)	

#### Purpose of the Role

To provide support to Northern Healthcare Service Users in line with the Organisation's aim to provide a high quality, reliable support service tailored to suit each of our service users individual support plans to promote independence and choice.

#### Main Responsibilities and Duties

You will be working in one of our 24 hour supported living, mental health rehabilitation units. This role will be full time, 12-hour shifts, rotating on days and waking nights (8am-8pm days & 8pm-8am nights).

You will be caring, compassionate and committed to provide the support that allows our clients to lead ordinary lives. A positive attitude, friendly, caring & understanding nature are an absolute must.

Our client's sometimes need support and they have varied lives and interests, this could be trains, cooking, art or socialising.

You will embody the right values to be support workers, supporting our clients to lead fulfilling and independent lives. That's where you come in.

#### Key Responsibilities:

- To develop and maintain professional relationships with each individual and other staff at your establishment and throughout the company.
- To do everything possible to maintain a safe, clean and enjoyable environment to live and work in, this will involve domestic duties.
- To learn about each Service Users specific needs and help meet those needs in the most appropriate way following all policies and procedures.
- To support and encourage all residents to administer their own medication and that any discrepancy or error is reported as soon as possible.
- To keep up to date with all communication/information systems.
- To support the preparation of review reports and attend reviews and other meetings as may be requested.
- To undertake key-working responsibilities for individuals accessing the service.
- To support each Service User towards managing their own behaviour by using the skills and approved approaches. To evidence a sound working knowledge and understanding of care and behaviour support plans and risk assessments.
- To promote equality, acknowledging individual differences and uphold the rights and responsibilities of each individual and staff team members.
- Do everything possible to safeguard each Service User from any form of abuse from staff, visitors or each other and report any abuser observed immediately.
- To attend all training as required and be prepared to achieve qualifications appropriate to the role at any particular time as specified by the company.

- To actively promote Service Users engagement and participation in planned on and off-site activities, and to ensure the activity is well evidenced and fully recorded.
- Attend work reliably and punctually and to follow a work pattern as required to fulfil the role which will include early mornings, evenings, weekends and Bank Holidays and be prepared to work overtime if the need arises to maintain the quality standard.
- To support each individual when preparing for and undergoing any transfer from one residential setting to another.
- Ensure that you keep yourself up to date with all procedures and policy changes.
- To ensure all complaints or concerns expressed with regards to the service are recorded and reported to the Service Manager as soon as possible.
- To ensure all documentation is completed in relation to petty cash or each individual personal finances are recorded accurately.
- To support newly recruited Support Workers.
- To ensure handovers are completed at the end of each shift. Also, all relevant documentation is completed accordingly at the end of each shift or as appropriate.
- Undertake any other additional duties as required, which are relevant to the post.
- Use an appropriate level of confidentiality where personal information is involved with regard to both Service Users in our care and employees.
- To contribute fully to effective team working by striving to build and maintain positive relationships.
- To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

### **Professional**

- To develop own practice through the supervision and appraisal process, ensuring your continuous professional development needs are identified and addressed.
- Aim to keep up to date with relevant training relating to the role.

### **Teamwork**

- Works well with other colleagues and demonstrates respect towards others.
- Acts as a positive role model to both tenants and offers support to new staff.
- Demonstrates flexibility in order to deliver a high quality service.
- Deals with issues promptly and notifies the team leader if assistance needed.
- Demonstrates honesty and integrity towards others.
- Understands the importance of maintaining professional boundaries.

### **Health, Safety and Security**

- To contribute to the maintenance of safe and secure learning and care environments. This includes taking the appropriate action in the event of an emergency.
- A duty exists (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to evaluate and take action to reduce the risks. It is expected that you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.

### **Equality and Diversity**

- To ensure that people with whom you have contact have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Northern Healthcare policies.

### **Safeguarding**

- It is everyone's responsibility to ensure that everything possible is done to protect individuals in our care from abuse of a physical, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect

***Due to the nature of the role, we will pay for you to complete an enhanced Disclosure & Barring Service (DBS) check, prior to starting with us.***

The tasks and responsibilities listed are not exhaustive and are a guide to core service delivery. These duties are subject to periodic review and may be amended to meet the changing needs of the business.

#### Key Performance Indicators

1. To attend all training as required and be prepared to achieve qualifications appropriate to the role at any time as specified by the company.
2. To actively promote Service Users engagement and participation in planned on and off-site activities, and to ensure the activity is well evidenced and fully recorded.
3. To learn about each Service Users specific needs and help meet those needs in the most appropriate way following all policies and procedures.
4. To keep up to date with all communication/information systems.
5. Do everything possible to safeguard each Service User from any form of abuse from staff, visitors or each other and report any abuser observed immediately.

#### Responsibilities of All Employees

The post holder is expected to;

- Carry out other similar reasonable duties according to the business needs
- Undertake any training relevant to the requirements of the role
- Comply with health and safety procedures and safe working practices
- Adhere to data protection procedures, ensuring that sensitive business data remains confidential

#### Personal Specification

Qualifications	Essential	Desirable	Assessment Method
Gained your level 2 or 3 in Health and Social care or have training in relevant practical skills		X	Application Form & Interview
Knowledge of Excel/ Windows Office software applications including: SharePoint, Excel, Word. Computer literate		X	
Experience			
Experience in Mental Health or Learning Disability settings and/ or challenging behaviours		X	Application Form & Interview
Evidence of working within a customer centred environment		X	
The ability to be a good team player	X		
Skills/Technical Skills			
Range of practical skills which are relevant to the post		X	Application Form & Interview
Ability to manage and resolve crisis and conflict within the workplace	X		

Attention to detail	X		
Personal Competencies			
Passion for our valued behaviours	X		Interview
Passion for helping others	X		
Good communication skills and Interpersonal skills. Maintaining a positive attitude	X		
Maintain professional boundaries	X		
Compassionate, trustworthy, honest and resilient	X		
Self-awareness, good communication and interpersonal skills	X		

I have received, reviewed and fully understand the job description for Support Worker with Northern Healthcare.

I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_