



## **JOB DESCRIPTION**

<b>Job Title</b>	Support Worker – Level 2
<b>Accountable to</b>	Senior Support Worker – Level 3
<b>Location</b>	Belong Village Community Households

### **KEY OBJECTIVES**

- To provide personal care and support to customers in accordance with Belongs vision and values.
- To ensure that the support provided maintains and respects customers privacy, dignity and lifestyle choices and enhances their physical and emotional well-being.
- To ensure that services provided comply with legislative and organisational standards.

### **SUPPORTING OBJECTIVES**

#### **Service Delivery**

- To support customers with their personal care needs by supervising, prompting or assisting with showering, toileting, dressing etc.
- To support customers to take any prescribed medication safely by supervising, prompting or assisting as required, in accordance with Belongs policy and procedures.
- To support customers to maintain nutrition and hydration by prompting, guiding or assisting them with food shopping, preparation, cooking, eating and drinking etc.
- To support customers to maintain their household by prompting, guiding and assisting them with light cleaning duties and personal laundry.
- To support customers to maintain social and health care appointments by prompting and / or accompanying them on visits.
- To support customers to maintain contact with family, friends and others significant to them by being a link person and 'Life Style Companion'.
- To support customers to enhance their social network by enabling them to access social, educational and recreational activities within the wider Belong community in accordance with their needs.
- To support customers to identify and communicate their needs and lifestyle choices so that their Life Plan reflects their needs and aspirations.
- To support to customers to participate in Life Plan review meetings and in the capacity of their Life Style Companion where appropriate act as a 'best interests advocate' on their behalf.

#### **Team participation**

- To contribute to reviewing ones own and others performance to ensure that Belong delivers on its vision strategy and values.
- To develop good working relationships with residents family, friends and others significant to them including other health and social care professionals.
- To ensure that the village is a safe place to live, work and visit by adhering to health & safety procedures.
- To respond to emergencies as appropriate in accordance with procedural guidance.
- To deputise for the Senior Support Worker in their absence (NVQ 2 or Equivalent essential).
- To carry out any other reasonable task as directed by the Support Manager.

#### **Learning & Development**

- To undertake learning and development opportunities that have a legal or organisational requirement.
- To keep up to date with best practice as part of an ongoing personal development plan and contribute to the organisations performance management and development process by maintaining a portfolio.
- To act as a mentor for any new staff as requested by the Senior Support Worker or Support Manager.



**PERSON SPECIFICATION**

**JOB TITLE:** Support Worker – Level 2

FACTORS	ESSENTIAL	DESIRABLE
<p><b>Personal Qualities</b></p>	<ol style="list-style-type: none"> <li>1. Warm, patient and compassionate.</li> <li>2. Reliable, honest and trustworthy.</li> <li>3. Tactful, diplomatic and accommodating.</li> <li>4. Open minded and non judgemental.</li> <li>5. Enthusiastic and positive 'can do' attitude.</li> <li>6. Willing and motivated to learn.</li> <li>7. Respectful of others and a positive attitude to the older generation and what they can contribute to the community.</li> <li>8. Committed to Belongs Mission and Values.</li> <li>9. Mature, calm and professional approach.</li> </ol>	
<p><b>Skills &amp; Abilities</b></p>	<ol style="list-style-type: none"> <li>10. Works independently and as part of a supportive team to ensure the customers needs are met.</li> <li>11. Prioritises tasks on the basis of importance and/or risk to ensure that tasks are completed to the required standard and in a timely manner.</li> <li>12. Accepts responsibility for ones own actions and behaviour and reports any actions and behaviour of other that contravene organisation policies and procedures and that are not in line with the Belong values.</li> <li>13. Obtains, receives, conveys and records information clearly, concisely and accurately.</li> <li>14. Develops positive and professional relationships with customers, families, carers, And other health and social care professionals.</li> <li>15. Way up risk versus the benefits to a customers well-being in being able to continue to pursue an activity and contributes to developing of a life plan that supports this.</li> <li>16. Sensitively and creatively supports residents to resolve their problems/difficulties In response to their changing needs and aspirations.</li> <li>17. Maintains communication with customers whose speech, hearing, sight or mental faculties are impaired.</li> <li>18. Recognises when information should be shared and with whom and where it is important to maintain confidentiality.</li> <li>19. Recognises the boundaries of ones own role, responsibilities and competence and seeks appropriate help and advice to minimise risk to self and others.</li> <li>20. Supports customers to live their life and maintain their household by undertaking a range of household tasks e.g., shopping, food preparation, cooking, cleaning...</li> </ol>	

<p><b>Previous experience</b></p>	<p>21. Supporting older people is not essential but must have a desire to serve others and put the customer first. May have life experience of supporting a dependant relative or friend and /or have undertaken paid, college or voluntary work experience e.g. hairdressing, shop work /supermarket check out assistant, child minding, cleaning , library attendant, befriending / telephone help-line/counselling service.</p>	<p>22. Caring for a person with dementia or someone with a disability or long term illness. long term illness. 23. Supporting an individual to obtain and take their prescribed medication safely</p>
<p><b>Qualifications/ knowledge</b></p>	<p>24. Aware of how ageing and disability may impact on individuals and those significant to them. 25. Recognises the rights and choices that should be afforded to customers as equal citizens and how these rights and choices can be taken away in a care situation. 26. Appreciates the importance of supporting a person to maintain communication when hearing, sight and/or mental faculties are impaired.</p>	<p>27. NVQ 2 in Health and Social Care or equivalent. Care or an equivalent recognised 28. First Aid Certificate. 29. Basic Food Hygiene Certificate. 30. Holds a current driving license and access to a vehicle (<b>Essential for Belong at Home Support Workers Only</b>).</p>



## Support Worker Information Pack

### Contents:

1. About the role, and how it supports the delivery of Belongs Vision.
2. The Recruitment, Selection and Induction Process.
3. Job Description.
4. Person Specification, outlining criteria for selection.
5. Belong Values in Action.
6. Application Form.
7. Equal Opportunities Monitoring Form.

### 1. About the role

Belongs vision seeks to meet the needs and aspirations of our customers by supporting older people to live their lives through the creation of unique village communities. It sets out to deliver this through the development and delivery of bespoke packages of care and support, wherever the older person chooses to live, whether this is in their existing home within the community that Belong serves or within one of our village schemes. A Belong customer therefore may be someone we support 'at home,' in one of the village apartments, or in one of the village's specialist care households.

To ensure that we deliver on our vision, Belong has adopted a multi-skilled and team focused staffing model that relies on individual and teams being flexible and responsive to the changing needs of our customers. This can only be truly achieved when demarcation of staff roles is at a minimum. The building of relationships both with the older person and their family is of great importance in being able to provide appropriate care and support and this is promoted, through the role of Support Worker as a Belong Life Style Companion. The multi-skilling of staff ensures that disruptions to our customer's lives are kept to a minimum, with familiar staff tending to all the persons needs, wherever they live. This approach will help to reduce the need for many people to provide different aspects of care and support which can lead to increased stress, anxiety and confusion, particularly, for a person who has a dementia. Therefore selecting people who are both willing and able to support our customers throughout their life journey with us is advantageous.

There will be no such thing as a typical day, support workers need to be not only multi-skilled but able to multi-task in order to juggle the needs and wants of our customers. The work will involve providing intimate personal care such as bathing, toileting and dressing and domestic support for example, assisting a person to undertake tasks like, shopping, cooking and cleaning (much like you would do in your own home!), to accompanying on a trip to the theatre, a special place of interest, or to a football match! In doing so, support workers will need to feel confident and capable of supporting our customers to do what ever they want and need to do, in a way that promotes their abilities and ensures their dignity and respect is maintained. This requires that support workers can model behaviour that ensures that our customers feel safe, secure and reassured by the support that they receive.

This is truly a wonderful opportunity to be part of a unique, innovative service to the community, and potentially offers a rewarding career for anyone who is a caring person. So, if you have a passion to care and serve older people, are flexible in your approach to work and kindness and common sense are your greatest qualities we'd love for you to apply! In return for your commitment to providing the best service to our

customers, Belong will ensure that you receive the support; opportunities, training and responsibility that you need to deliver on your objectives and enjoy what is a satisfying, creative and rewarding role.

## **2. The Recruitment, Selection, Induction and Probation Process**

### Recruitment Session:

Belong seeks to attract people who value older people and can demonstrate this through their attitude and behaviours. A core value of Belong, is that we ‘take the lead from our customer’. Job descriptions and person specifications have been drawn up in consultation with our customers, and our selection process designed to ensure that older people and those that represent their interests, as relatives, friends and professional carers are fully involved in the selection of new team members.

All shortlisted candidates will therefore need to be prepared to attend for a full day at one of our Belong Village schemes. The selection day provides candidates with the opportunity to view our facilities and meet with residents, relatives, other caring members of the Belong Community. Candidates invited to attend for the day, will receive a presentation on the purpose and values which underpin the design and operation of this awarding winning development for older people. The day also enables members of the selection panel to gain insight into each candidate as ‘a person’ and provides the opportunity for candidates to find out more about Belong and to come to a decision on whether this is the role they have been looking for!

The success of all applications will be determined by the feedback we receive from the members of the selection panel, so prior to the selection day, candidates are advised to have given some thought as to what they feel they can bring to the role of Support Worker and how they feel they can personally contribute to supporting the Belong team to deliver on the Belong Vision, Strategy and Underpinning Values.

### Employment Checks:

On the selection panel’s decision to offer a candidate employment with Belong, this will be subject to candidates satisfying the necessary employment checks. Successful candidates will therefore be required to come into their Belong Village within a week of being notified of their conditional offer of employment, and to bring with them the necessary information that is required for us to obtain a satisfactory Enhanced Criminal Records Bureau Check, References and Medical Clearance.

### Induction and Probation:

Confirmation of employment for all new members of the Belong Team is subject to satisfactory completion of a probationary period. Newly appointed team members are therefore required to attend in full, and satisfy the performance standards required of them during their induction programme. The induction and probationary period should be seen by new team members as an opportunity to demonstrate their potential for fulfilling their role.