

Job Description



Job title: Belong at Home Senior Community Support Worker

Accountable to: Area Manager

MAIN RESPONSIBILITIES

- Lead and coach the community team to ensure that services provided meet Belong standards and values
- Be a role model for excellent practice in accordance with Belong standards and values
- Provide support whilst encouraging independence to customers with everyday living skills and personal care as specified in their life plan
- Promote, support and retain a duty of care for the wellbeing of customers in their own homes

SUPPORTING RESPONSIBILITIES

- Ensure customer needs are identified, agreed, assessed and regularly reviewed through their life plan involving team members and customers where appropriate
- Support customers to maintain a high standard of personal care including intimate care, hygiene and physical wellbeing
- Control and administer medicines in accordance with Belong policies
- Ensure visits are for the time specified in the customers life plan
- Ensure customers access and receive the appropriate input from health/ social services
- Ensure staffing levels are maintained identifying cover through the rota where required
- Conduct 1 to 1's and appraisal to allocated team members as required
- Ensure end of life and safeguarding procedures are actioned as appropriate
- Undertake and support customers with shopping, preparing / cooking meals, eating & drinking
- Take part and support customers with activities within the wider community as required
- Support customers to develop and maintain relationships and to be involved in their local community
- Support customers in the development and review of their life plans ensuring relevant changes are reported and recorded
- Undertake and regularly review assessments, inc. risk assessments of the customers' home
- Act as a 'Life Style Companion' for a specified group of customers
- Contribute and work collaboratively as a team member and establish good working relationships with colleagues, customers, professionals and visitors
- Support customers to make, prepare for and attend appointments where required
- Ensure customer's homes are respected; maintain an agreed level of cleanliness e.g. making beds, vacuuming, mopping etc
- Maintain customers individual aids and equipment e.g. glasses, wheelchairs, dentures
- Complete and maintain records and notify relevant individuals as required
- Carry out moving and handling with the use of aids and equipment where required
- Ensure relevant infection prevention and control procedures are followed at all times
- Chair customer, relative and community team meetings where required
- Inform manager/out of hours manager of any problems that may pose a risk to health, safety and wellbeing of customers or team members
- Take part in the on-call rota and provide cover within the team as determined by the Co-ordinator

GENERAL

- Maintain the confidentiality of information
- Promote and ensure the good reputation of Belong
- Attend and constructively contribute to meetings relevant to your role
- Be responsible for your own personal development and undertake relevant learning & development
- Ensure that customers homes are a safe place to live and work, by promoting and raising awareness of safety at home and responding to emergencies as required
- Ensure that Belong is a safe place to live and work by following safe practices
- Adhere to all policies and procedures
- To act as a mentor for staff under development where required
- Carry out any other tasks reasonably assigned to you

This job description indicates the main responsibilities and duties of the post and isn't an exhaustive list.

PERSON SPECIFICATION – Community Senior Support Worker		Essential	Desirable	Method
1	Demonstrates qualities to deliver belong vision and values appropriate to this level	✓		A/I
2	Communicates clearly and concisely using a range of methods to a variety of people with different needs and abilities	✓		A/I
3	Works independently and as part of team to ensure the customers needs are met and team goals are achieved	✓		I
4	Prioritises own and others work balancing risks ensuring completed to the required standard and on time	✓		A/I
5	Good understanding of risk management and its association with the achievement of life plans	✓		A/I
6	Able to weigh up risk versus the benefits to a customers well-being in being able to continue to pursue activities		✓	I
7	Ability to undertake moving & handling of people and loads, which may involve using specialist equipment	✓		A/I
8	Ability to undertake domestic tasks including food preparation, cooking and cleaning	✓		A/I
9	Experience of leading a team of staff	✓		A/I
10	Excellent customer care focus with a desire to serve others	✓		A/I
11	Experience of caring for older people with dementia, disability or a long term illness		✓	A
12	Experience of undertaking assessment of care and support needs and drawing up care/ life plans	✓		A/I
13	Experience of administering medications		✓	A
14	Understands the importance of promoting communication when hearing, sight and/or mental faculties are impaired.	✓		A/I
15	Diploma/NVQ 3 in Health and Social Care or equivalent (Essential or working/prepared to work towards)	✓		C
16	Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights etc.	✓		A
17	Holds a current driving license and access to a vehicle	✓		A
Key: Assessment Method – A= Application C = Certificate I = Interview T = Test				