

JOB DESCRIPTION



Job title: Support Worker
Accountable to Senior Support Worker

MAIN RESPONSIBILITIES

- Provide support and personal care to customers as specified in their life plans
- Be a role model for excellent practice
- To work in accordance with Belong standards and values, enabling a culture and environment where people feel supported and valued

SUPPORTING RESPONSIBILITIES

- Support customers to maintain a high standard of personal care, including intimate care, hygiene and physical wellbeing
- Support customers in the development and review of their life plans, ensuring relevant changes are reported and recorded, and acting as a companion for specified customers
- Support customers to make, prepare for and attend appointments where required
- Initiate, take part and support customers with activities within the household and wider community
- Support customers to develop and maintain relationships and to be involved in their local community
- Administer medicines in accordance with Belong policies
- Support customers with food shopping, preparing / cooking meals, eating & drinking
- Contribute and work collaboratively as a team member and establish good working relationships with colleagues, customers, professionals and visitors
- Ensure the household and rooms are kept clean and tidy e.g. making beds, vacuuming, mopping, etc. involving customers where appropriate
- Maintain customers' individual aids and equipment e.g. glasses, wheelchairs, dentures
- Ensure all household equipment and furniture is in good working order; reporting defects immediately
- 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
- Report any safeguarding concerns whether informed or witnessed to senior staff without delay
- Deputise for the Senior Support Worker in their absence

General

- Maintain the confidentiality of information
- Promote and ensure the good reputation of Belong
- Complete and maintain records as required
- Attend and constructively contribute to meetings relevant to your role
- Be responsible for your own personal development and undertake learning & development relevant to this role
- Ensure that Belong is a safe place to live and work by following safe practices and responding to emergencies as required
- Adhere to all Belong policies and procedures
- To act as a mentor for other team members, supporting their development where required (e.g. new colleagues)
- 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 – Support Worker		Essential	Desirable	Method
1	Demonstrates personal qualities to deliver belong vision and values	✓		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 tasks and completes to the required standard and in a timely manner giving consideration to risks	✓		A/I
5	Able to assess risk versus the benefits to a customer’s well-being of being able to continue to pursue activities		✓	I
6	Experience of administering medications		✓	A
7	Ability to undertake domestic tasks including food preparation, cooking and cleaning for groups of people	✓		A/I
8	Good customer care focus with a desire to support others	✓		A/I
9	Experience of caring for a person with dementia, disability or a long term illness		✓	A
10	Ability to undertake moving & handling of people and loads, which may involve using specialist equipment	✓		A/I
11	Aware of how ageing and disability may impact on individuals and those significant to them	✓		A/I
12	Understands the importance of adapting communication when hearing, sight and/or mental faculties are impaired	✓		A/I
13	Reliable and able to fulfil contracted hours and work patterns e.g. days, evenings, weekends, nights etc.	✓		A
14	Diploma/NVQ 2 in Health and Social Care or equivalent or working/prepared to work towards	✓		C/I
Key: Assessment Method – A= Application C = Certificate I = Interview T = Test				