

Job Description

Job Title:	Support Worker
Reports to (job title):	Registered Manager/Support Co-ordinators
Line Manager to:	NA

Job Purpose:

Support Worker, Learning Disabilities

The Supported Living Service supports adults with learning disabilities to maintain their tenancies in the Bath, Radstock, Midsomer Norton, Keynsham and surrounding area. We work with a wide range of service users that require support to live independently in their own homes. Our aim is to work in a person centred way to support and encourage our service users to be as independent as possible and achieve their maximum potential. The service work closely with other agencies, families and carers to provide a holistic package of support to our service users.

The duties of the support worker are to provide person centred support as set out in the service users care plan to enable them to live as independently as possible in their own homes. This covers all aspects of daily living ie, shopping, budgeting, cleaning, cooking etc, as well as personal care, emotional support, dealing with benefits, and support with medication and health appointments. You will be required to write support plans and risk assessments and have good record keeping skills. You will need to be able to communicate well with service users, other agencies, families and carers, with your colleagues and managers so that the service user gets a consistent level of support. The successful candidate will work under the direction of the Registered Manager and Support Co-ordinators.

This role includes travelling to service users homes in and around the B&NES area. Therefore access to a car is essential.

Led by the Registered Manager and Support Co-ordinators with the support of a dedicated team who provide an invaluable service to our service users, you will work alongside approximately 20 other support workers.

The working arrangements include a flexible rota 7 days a week, including bank holidays, working between the hours 7am and 11pm, we also provide sleep ins and night waking when required.

Key Responsibilities

The Support Worker role supports the work of our Learning Disability Division part the B&NES Community Health Care Contract and allows us to support adults with learning disabilities to live independently in their own homes. The role is varied with never two days the same. Typical tasks include:

- Support service users in a person centre way with their assessed needs; this could include shopping, cleaning, budgeting, personal care.
- Be a key worker and lead on ensuring support plans and risk assessments are up to date.
- Provide personal care to service users in a sensitive and dignified manner.
- To administer and offer medication in accordance to the Virgin Care Medication Policy.
- Communicate effectively with managers, colleagues and other agencies as to provide holistic support to the service user.
- To attend regular supervisions, staff meetings and service user meetings.
- Have good record keeping skills in accordance with VirginCare Policy including accurately record health information (for example seizure activity) as per care plan, and understand how to raise concerns around health issues and when to seek medical advice / support.
- Attend and contribute to service users reviews.

Our Values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day. At VirginCare, our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are.

They're our moral compass and define the way we *Think, Care* and *Do* our bit.

1. Strive for Better – Think

- Challenge
- Improve
- Learn

2. Heartfelt Service – Care

- Inspire
- Understand
- Communicate

3. Team Spirit – Do

- Accountability
- Involve
- Resilience

Confidentiality and Information Security:

As a VirginCare employee you will be required to uphold the confidentiality of all records held by the company, whether patients / service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management: NHS Code of Practice](#), [NHS Consultation](#) and [HSCIC Code of Practice on Confidential Information](#) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information Governance Responsibilities

As a VirginCare employee you are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training.
- Reading applicable policies and procedures.
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements.

- Ensuring the security and confidentiality of all records and personal information assets.
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines.
- Adherence to the clear desk / screen policy.
- Only using email accounts authorised by VirginCare – eg@virgincare.co.uk, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person eg line manager, Head of Information Governance, Information Security Lead.
- Only using approved equipment for the use of VirginCare business.

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow / comply with VirginCare policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice / conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management / Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff have a responsibility to access occupational health, other staff support services and /or any relevant others in times of need and advice.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

VirginCare as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment by working to relevant safeguarding legislation, multi-agency policies and procedures and VirginCare policies and guidance. All colleagues working directly with people using our services, will support them to participate in decision making in accordance with the Mental Health Act 2005.

Medicines Management Responsibility**Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved:

Policies & Procedures

All Staff will comply with the Companies Policies and Procedures which can be found on the company intranet.

General

VirginCare is committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity Policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

PERSON SPECIFICATION

Essential	Desirable
<ul style="list-style-type: none"> To be enthusiastic and keen to make a positive difference to others To be person centred in your approach to supporting adults with a learning disability To be able to work as part of a team as well as autonomously Educated to a level that demonstrates good written and communication skills Functional Literacy and Numeracy Level 2 / GCSE grade A-C or equivalent including English Language and Mathematics To hold a full UK driving licence and have access to a car. 	<ul style="list-style-type: none"> Desirable for candidate to have at least two years' experience in social care preferably with a working knowledge of adults with a learning disability and or autism. Have knowledge and training around the support needs of adults with a learning disabilities such as epilepsy management, communication needs, physiotherapy guidelines. To possess or undertake a NVQ / Diploma Level 3 in Social Care in accordance with CQC regulations.
<p>Other requirements:-</p> <ul style="list-style-type: none"> A full UK driving licence and the use of a car is essential for this role as shifts include overnight attendance, early mornings and late evenings and may be in locations often not on a bus route. 	

Employee signature: _____

Manager signature: _____