

Job Title:	Support Worker
Reports to (job title):	Support Co-ordinator
Line Manager to:	n/a

Job purpose

Support Worker at Carrswood Day Service, Learning Disabilities,

We are based at Carrswood Day Services, Twerton, Bath, where we provide a building-based day service for adults with learning disabilities. The service provides person-centred, specialist support to service users with significant complex health needs. The service delivers group and 1:1 activities focused around key areas including: communication, health & wellbeing, independent living skills, social skills and support with sensory needs.

The service is looking for an enthusiastic and energetic person to become a part-time Support Worker and to join a dedicated and experienced staff team.

The duties of the Support Worker are to provide person-centred support, as described in the service user's care plan, while the individual is at the day service. You will be responsible for facilitating groups and activities as well as working 1:1 with service users.

You will need to be able to communicate well with a multitude of people in order to provide a consistent, high-quality level of support to individuals. These people include: service users, family members, carers, other support agencies, colleagues and managers. The successful candidate will work under the direction of the Support Coordinators as well as the Deputy and the Day Service Manager.

This is a physically demanding and active role where you will be on your feet for a significant amount of time supporting service users with a wide range of activities and personal care.

The service provision is currently Monday to Friday between 8am – 5pm although a typical working day would be between 9-4.30pm. A proportion of annual leave must be taken during service closure periods and the remainder of flexi-leave must be taken in consultation with the Manager.

Key responsibilities

The Support Worker role is really varied - rarely are two days the same. Typical tasks include:

- Facilitating groups and working 1:1 with service users
- Supporting service users in a person-centred way and following their care and support plan
- Being a key worker for individuals which means: being a main contact for the support of that individual, facilitating the person's IPP meetings (internal service user review meetings) and working with the Support Co-ordinator to ensure support plans and risk assessments are up-to-date and accurate
- Supporting service users with personal care in a sensitive and dignified manner
- Communicating effectively and appropriately with service users, family members, carers, colleagues, managers and other agencies to enable holistic support to service users
- Attending and engaging with regular supervisions, staff meetings, service user meetings and training
- Accurate recording of health information (for example a person's seizure activity)
- Reporting and recording incidents and concerns
- Supporting service users with varying needs including individuals with physical multiple learning disabilities and those with complex health conditions

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 but 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. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our 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 2018 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 Constitution 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

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
- Only using email accounts authorised by us. 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 e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting 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 our 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 must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within 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 and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are 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.

Personal Specification

Essential

- 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
- To possess or be willing to undertake a NVQ/Diploma Level 3 in Social Care
- Have good record keeping skills in accordance with Virgin Care policies
- Have knowledge and training around the support needs of adults with a learning disabilities such as epilepsy management, communication needs, physiotherapy guidelines
- 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

Desirable

- 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

Other requirements: To be physically fit and capable of performing active and manual handling tasks throughout the day.

Job Description

Employee signature

Manager signature
