



Position: Support Worker

Responsible to Registered Manager

Hours of work: Usually 8am to 8pm & 8pm to 8am

PART 1: JOB DESCRIPTION

1 Purpose of Position

- 1.1 To use person centred approaches to support the Service Users in the Home to meet their needs throughout the night.
- 1.2 To provide flexible and supportive services to maximise Service User independence.
- 1.3 To work within the context of organisational policies, procedures, guidelines and standards.
- 1.4 To support and promote the Rubies Care Mission and Values in all aspects of the role.
- 1.5 To maintain confidentiality at all times.
- 1.6 To work in partnership with the Service Users, the team, the organisation and the wider community.
- 1.7 To promote equality and diversity within the service and the wider community.
- 1.8 Support service users to manage their health and well-being and to provide personal care where appropriate.
- 1.9 To attend staff meetings, supervision meetings, training sessions and contribute to the promotion of good practice across the service.
- 1.10 Attend and participate in all statutory training and updates.
- 1.11 Comply with legislation as communicated to the incumbent through Rubies Care and its policies and procedures.
- 1.12 To support the Registered Manager in the operation of the home, particularly to carry out domestic duties as identified.

2 Accountabilities

- 2.1 For ensuring that the service users are treated with dignity and respect in all aspects of their lives.
- 2.2 Taking person-centred approaches to supporting the service Users (when in doubt seek help or advice)
- 2.3 Meeting the requirements of Rubies Care policies & procedures.
- 2.4 Ensuring that the protection of vulnerable adult procedures are followed as a primary consideration.
- 2.5 Reporting concerns or raising questions when in doubt.



2.6 Following care plans, shift plans and domestic duty plans.

2.7 Liaising with the On-Call out of hours services for advice and support when needed or when procedures require the incumbent to do so.

Job Description and Person Specification

3 Service User Support

3.1 To support Service Users with all aspects of their Support Plan and Care Guidelines.

3.2 Where appropriate, support Service Users with their personal care needs (washing, dressing, toileting, dental care, etc).

3.3 Support Service Users to develop skills to enable them to manage their daily lives.

3.4 Where appropriate support service users with food preparation.

3.5 To communicate with Service Users using all appropriate methods and to actively listen to their views, decisions and choices.

3.6 Support Service Users to achieve planned goals and personal outcomes.

3.7 Support Service Users to be at the centre of any planning about their lives.

3.8 Support Service Users to become active and valued members of the community (during the night, this could mean the community within their house)

3.9 Participate in Service User's holidays.

3.10 Support Service Users to develop problem solving skills.

3.11 Support Service Users in line with their behavioural guidelines.

3.12 Where appropriate, support Service Users to access leisure, education and employment opportunities in accordance with their wishes and needs (within the limited scope available to them at night).

3.13 Inform the Registered Manager or shift leader of any concerns relating to the health and well-being of the Service User.

3.14 Support Service Users to make complaints or report any concerns.

3.15 Respect Service Users' privacy, property, home, dignity and choice.

3.16 Assist Service Users to develop and maintain relationships with their family and friends.

3.17 Use emergency services and medical support services where appropriate.

3.18 Support service users with their evening activities.

3.19 Use out of hours On-Call support where appropriate.

3.20 To make regular checks on the activities and well-being of the service users during the night in accordance with the agreed procedures.



4 Recording, Reporting and Administration

- 4.1 Complete Service Users support notes at the end of each shift.
- 4.2 Maintain complete, accurate and timely records (care notes, tick charts, health notes, and behavioural records, financial records, communication book notes, diaries, etc.)
- 4.3 Ensure that the Registered Manager and/or Deputy Manager are given regular verbal updates and to report any concerns, worries or deficits in service provision.
- 4.4 To follow Rubies Care financial policies and procedures.
- 4.5 To read communication book, support notes, and diary at the beginning of each shift.
- 4.6 To assist in the development and implementation of risk assessments.
- 4.7 To follow the Read and Sign processes for all Rubies Care documentation.
- 4.8 To report any breaches in discipline, performance or conduct by any Rubies Care employee.
- 4.9 To report any incidences of abuse using the Rubies Care whistleblowing or vulnerable adults' procedures.
- 4.10 Support the Registered Manager to maintain the Home by carrying out domestic, maintenance and administrative duties as directed by the Manager.
- 4.11 To receive and deliver a handover at the beginning and end of every night shift in accordance with the Rubies Care procedures.
- 4.12 To follow Rubies Care Medication Policies and Procedures when qualified to do so.

Job Description and Person Specification

5 Team Working

- 5.1 To work in partnership with Service Users, staff team members, agencies, families and other stakeholders as appropriate.
- 5.2 Work in a non-aversive, non-abusive manner and promote an open, inclusive culture with both Service Users and staff.
- 5.3 Participate in and support the development of team members, as directed by your line manager.
- 5.4 Support other Services within Rubies Care by carrying out shifts at those Services (as requested).
- 5.5 Support the Registered Manager and the staff team to maintain the Home by carrying out cleaning, washing, ironing, and other domestic duties, involving Service Users where appropriate.



5.6 To attend meetings as directed by the Registered or Deputy Managers.

5.7 To follow the shift plan.

6 Employee Development

6.1 Receive and complete an agreed induction in the first six weeks of employment

6.2 Participate in any on-going induction

6.3 Participate in bi-monthly supervisions with your line manager

6.4 Participate in the Rubies Care appraisal process

6.5 Attend training courses to enhance your skills and knowledge

7 Key Worker / Co-Key Worker Responsibilities

7.1 To act as a Key Worker or Co-Key Worker where directed to do so and where this can be accommodated within the constraints of the hours worked.

7.2 To work closely with the appointed Service User to promote person centred approaches in all aspects of their lives. To develop a person-centred plan for the appointed Service User.

7.3 Provide monthly reports and to provide pre-Review reports (usually every six months).

7.4 To attend six monthly Service User review meetings, take minutes of the meeting and present information at Service User Review meetings. Implement recommendations or actions arising from the meeting – working in conjunction with the Service User and other parties to do so.

7.5 To promote Service User attendance at their review meetings.

7.6 Maintain Service User administration records, the Service User's Main and day-to-day files.

7.7 To record, report, agree and take actions to address any concerns, complaints or grievances that the Service User may have. To adopt the Vulnerable Adults and Complaints procedures where appropriate.

7.8 Carry out risk assessments.

7.9 Assist with the development of Care Guidelines.

7.10 Proactively support the Service User to manage their health and well being by ensuring that medical reviews and appointments are organised regularly e.g. doctor, dentist, optician, dietician, chiropodist, etc.

8 Additional



8.1 To take responsibility for the health and safety of self and others. Bring concerns or questions to the attention of the Home management.

8.2 To maintain house security at night, ensuring client safety.

8.3 Any other responsibilities or duties within the reasonable capability and expectations of the role, as discussed between Rubies Care and the incumbent.

8.4 Provide support to other Rubies Care services when requested (following discussion with the shift leader or Registered Manager).

Job Description and Person Specification

9 Working Environment and Potential Risks

9.1 To work waking nights to carry out a range of duties during the course of the shift.

9.2 Supporting adults in a domestic environment and in the community, but mainly to support them during the night.

9.3 Service users will from time to time display challenging behaviour which may be physical and/or verbal and/or behavioural in nature. The role may require non-violent crisis intervention procedures (non-violent restraint in line with procedures) from time to time.

9.4 Implications for COSHH: domestic chemicals and pharmaceuticals.

9.5 Implications for health and safety: Food hygiene, fire safety, manual handling, accident prevention, security, etc.

9.6 The role requires working at nights.

9.7 The incumbent will be required to attend meetings at Head Office from time to time.

9.8 This role may mean that the incumbent is working alone. The incumbent may be accompanied by a support worker who is sleeping on the premises.

PERSON SPECIFICATION

10 Education and Qualifications Desirable/Essential



10.1 NVQ2 in a care related subject or similar qualification Desirable

11 Experience Desirable/Essential

11.1 Previous experience in a support role, preferably with adults with learning difficulties and challenging behaviour Desirable

11.2 Previous experience which demonstrates interaction with and working sensitively with other individuals Desirable

11.3 Experience of working within the standards laid out in the Care Standards Act 2000. Desirable

11.4 Writing notes and basic reports Essential

11.5 Working in a team environment Essential

12 Skills, knowledge and training courses Desirable/Essential

12.1 Good general written and verbal command of English. English comprehension, Basic numeracy.

12.2 Up-to-date training in all statutory training courses – Fire safety, Health & safety, Food Hygiene, Manual Handling, Adult Protection, First Aid Desirable

12.3 A good understanding of the needs of adults with learning difficulties and/or mental health issues Desirable

12.4 Good awareness of person-centred approaches – ability to work in partnership with Service Users, colleagues, support services, families and other stakeholders.

12.5 Non-violent crisis intervention skills Desirable

12.6 To be able to effectively and safely deal with adults with challenging behaviour

12.7 Protection of vulnerable adults Desirable

12.8 Equal opportunities and diversity awareness Desirable

12.9 Maintenance of confidentiality Essential

Job Description and Person Specification

13 Attributes Desirable/Essential

13.1 Shares similar values to Rubies Care Essential

13.2 Possesses honesty and integrity Essential

13.3 Treats people with respect and dignity Essential

13.4 Promotes equal opportunities and diversity Essential



13.5 Open and frank in communications Essential

13.6 Promotes personal growth of self and others Essential

13.7 Pursues excellence and high standards Essential

13.8 Able to work calmly under pressure on occasion Desirable

13.9 Sensitive to the needs of others Essential

13.10 Team player, sensitive to the need to work with others to achieve common and individual goals. Essential

14 Any other specialised requirements (eg, physical, social, etc) Desirable/Essential

14.1 Shift work – working at night. Sleeping not permitted on duty.

14.2 Able to deal with the physical, mental, and emotional demands of working with adults with learning difficulties and challenging behaviour (an occupational health review may be required)

14.3 Flexibility in approach to when and where can work (able to work shifts at other Homes, if needed) Desirable