



# Support Worker Job Description

CareTech Community Services Limited

# Support Worker, Job Description

## Person Centred, Empowering, Friendly, Positive, Innovative.

Easy words, but the real job of a support worker in CareTech is to blend all this to enable and empower individuals to live as independently as they wish within their communities.

In order to achieve this fulfilling and rewarding purpose you will be an active support worker, engaging positively with each individual you support and constantly seeking opportunities for people to get more out of life.

### Main Duties and Responsibilities

- Support individuals you are working with according to their personal care / support plan
- Ask for help from an appropriate person when not confident or skilled in any aspect of your role
- Provide individuals with information to enable them to have choice about the way they are supported
- Encourage individuals to participate in the way their care and support is delivered
- Ensure the individual knows what they are agreeing to regarding the way in which they are supported
- Contribute to the on-going development of care / support plans for the individual you support
- Support individuals with cognitive, physical or sensory impairments
- Treating people with respect and dignity and honouring their human rights
- Ensure that dignity is at the centre of all work with the individuals you support, and their families, carers and advocates
- Work in a person centred way, accommodating the individual's needs, wishes and preferences
- Demonstrate empathy (understanding and compassion) for individuals you support
- Show courage in supporting people in ways that may challenge your personal / cultural beliefs communicating clearly and responsibly
- Communicate clearly and exhibit positive non-verbal communication to individuals, families, carers and advocates
- Write clearly and concisely in records and reports
- Keep information safe and confidential according to agreed ways of working Supporting individuals to remain safe from harm.
- Recognise potential signs of different forms of abuse and report any concerns according to agreed ways of working
- Recognise, report and challenge unsafe practices Championing health and well-being for the individuals you support and for work colleagues
- Promote the health and wellbeing of the individual you support
- Demonstrate how to keep people, buildings and yourself safe and secure
- Carry out fire safety procedures when required and use risk assessments to support individuals safely
- Monitor and report changes in health and wellbeing for individuals you support, working professionally and seeking to develop your own professional development
- Reflect on own work practices
- Contribution to your own development plan
- Work in partnership with others to support the individual
- Work within safe, clear professional boundaries
- To attend training or development sessions, where training needs have been identified, to update or maintain your skills. (Passing these courses is in some cases a requirement for continued employment)
- To attend regular supervision meetings with your manager and to participate in the organisations staff appraisal system
- To complete other duties that may be requested, as and when they occur

To adhere to the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England, Scotland and Wales and maintain excellent standards as a representative of CareTech at all times.

# Person Specification

Please read the details on the Person Specification form carefully before you complete your Application Form.

	Essential	Desirable
<b>Knowledge, Skills and Ability</b>	<ul style="list-style-type: none"> <li>• Have the ability to work with Service Users in a team and individually</li> <li>• Have good communication skills be able to communicate clearly to service users in English and other communication methods about the services available for them</li> <li>• Be able to record information accurately, both written and numerical</li> <li>• To have the ability to work with parents, carers and other support teams</li> <li>• To be able to work flexibly to cover the required shifts</li> <li>• To have an empathetic approach to people we support</li> <li>• Willing to partake in relevant training and diploma levels</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in support work specifically with people with LD or MH needs</li> </ul>
<b>Qualifications, Training and Skills</b>	<ul style="list-style-type: none"> <li>• Good standard of literacy and numeracy - Minimum level 1</li> </ul>	<ul style="list-style-type: none"> <li>• Full UK driving licence for over 12 months</li> <li>• Daily living skills for e.g.- cooking, budgeting and the ability to teach these skills to others</li> <li>• IT Literate inc word processing, spreadsheets and use of email</li> </ul>
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Work within the requirements of equal opportunities</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• To be a minimum age of 18 +</li> <li>• Ability to enable and empower individuals to do things Independently</li> <li>• Promote independence, choice and positive thinking</li> <li>• To be able to manage own time effectively</li> <li>• Able to manage change and adapt</li> <li>• Good interpersonal skills</li> <li>• Able to work shift and be flexible including bank holidays, evenings and weekends</li> <li>• Have the right values to meet service users requirements to work in the health and social care sector</li> <li>• Good communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• To have an appropriate level of Fitness to be able to support service users</li> </ul>

This job description is subject to review when necessary and at least yearly.