



JOB DESCRIPTION

JOB TITLE: Support Worker (Generic)

REPORTS TO: Manager

TYPE: Zero hour contract

GRADE: 1.1

1. JOB PURPOSE

Provide a welcoming, therapeutic, teaching and safe support in which the physical, emotional, intellectual and social development of all clients (children and adults) are taken into account.

2. PRINCIPAL ACCOUNTABILITIES

1. To work as part of a wider Service committed to working through partnership with the client, family, other carers and agencies and the local community to protect and promote the proper care of clients either within the community or within their own home.
2. To provide and deliver flexible and responsive services to keep families together in the local community whilst providing high standards of care for those clients who are unable, for whatever reason, to be cared for in their own homes. To work sensitively with families and clients establishing good working relationships and maintaining close supportive links.
3. Assist and arrange in the provision of attractive and stimulating environments, relevant to the age and needs of the client group encouraging independence and self motivation. To help create a warm, caring, supportive environment which will help to assess and identify the particular needs of individual clients and to develop care practices and programmes which address these needs.
- 2.4 Contribute as part of the staff team to the maintenance of observation and assessment procedures for each client and review each client's progress. To act as a key worker in respect of specific nominated clients in line with agreed individual care programmes.

- 2.5 Ensure the maintenance of accurate, structured records relevant to the unit and

- 2.5 Ensure the maintenance of accurate, structured records relevant to the unit and client group. To produce written reports to a high standard to ensure a consistent quality is maintained.
- 2.6 When required take responsibility for the day to day running of the unit during the shift ensuring that all Service Policies and Procedures are adhered to, as well as health and safety codes of practice and procedures relating to the administration of prescribed medicine.
- 2.7 Attend and contribute to Professional Meetings and Training Courses as directed by the Centre Manager. Keep abreast of professional developments and liaise with other agencies as appropriate.
- 2.8 Actively seek, participate and encourage people in activities that will result in heightened self esteem and increased confidence. Enhance physical, emotional, psychological well being by promoting independence, team building and life skills, whilst following current health and safety guidelines.

3. DIMENSIONS

Financial

The 1:1 support worker has no direct responsibility for budgets however is responsible for identifying the resources required to deliver various elements of the clients care plan e.g activities.

The role may include coaching clients on how to manage a budget in preparation for being responsible for their own finances.

Staffing

This role will not supervise staff.

Impact on the Organisation

Support worker are required to work a shift system which will include weekends, Bank Holidays, waking nights and sleep-in duties when required.

Staff are expected to work as a part of the staff team in any of the environments as directed by the manager.

4. KNOWLEDGE AND SKILL

- 4.1 The post holder should possess NVQ Health and Social Care – Children and Young People level 2 or a willingness and ability to study towards attaining it.
- 4.2 Experience of working with the client group in the community is desirable.

- 4.3 Good communication skills and a commitment to the concept of "Best Practice/ National Minimum Standards" within a care setting.
- 4.4 The post holder should hold a current full driving license.
- 4.5 Ability to undertake all mandatory training and any additional training that may be relevant to the client.

5. ORGANISATION CHART

- 5.1 The Post holder's line manager is required to carry out supervision as well as performance review and appraisal.
- 5.2 The Post holder is not required to supervise or manage on a daily basis but does assume the senior staff when training new staff they may be knowledgeable in.

6. COMMUNICATION / CONTACTS

1. Direct contact with clients in residence and colleagues throughout the shift. Regular contact with other professionals including Social Workers, education staff, healthcare staff and probation, police and any other relevant agency involved in promoting the welfare of young people. Direct communication with parents/carers is essential to ensure best practice.
2. To work as part of a wider service committed to working through partnership with the client, family, other significant adults and agencies and the local community to protect and promote the proper care of clients.
- 6.3 Participate in the shared implementation of care plans for service users, including provisions for their physical and personal care needs and their emotional, intellectual and social well being. This will include dealing with behavioural difficulties and vulnerabilities which may be experienced in locations such as schools or houses.

7. SUPERVISION RECEIVED AND WORK PLANNING

- 7.1 Nature of individual shifts determined by immediate needs of the client.
2. Formal professional supervision provided on a monthly or bi monthly basis by the line manager depending on the number of hours worked. Attend and participate in general staff meetings.
- 7.3 Prioritisation of daily tasks will be communicated based on individual risk assessment and assessment of need during shift by the shift leader.

8. WORKING PROCEDURES AND SCOPE

- 8.1 Dealing with challenging, aggressive and or violent behaviour from clients. To be aware of appropriate responses and ensure all records are up to date and accurate e.g. Reports, logs and general information and ensure all relevant parties are notified.
- 8.2 Working directly with Individuals groups of clients who may use the service as a short term support or require residential support. These clients may have suffered some form of abusive behaviour, they may have experience using alcohol or other substances. Some clients may have been diagnosed with specific behavioural, psychological, physical and emotional disorders such as autism, Tourette's and Aspergers. Clients behaviour may take the form of aggression, verbal or physical abuse. These challenges need to be met in a professional and caring manner to motivate clients to make positive choices and to develop their full potential emotionally, physically and educationally.

CHANGE STATEMENT / NEW POST

This is a new company and a new post so will be evaluated every 3 months.

Signed _____ Date _____
Postholder

Signed _____ Date _____
Manager

