

Meadow House

27-29 Links Road, Coventry CV6 3DQ



Support Worker

Job Purpose

Under the supervision of a Senior Support Worker or other competent person assists in the safe and efficient delivery of care to Residents, relatives and friends and provides flexible support services within the Home as required. Understands and supports the main aims and values of the home, its policies and procedures, and how their work and that of other staff promotes the aims of the home. Observes at all times the code of conduct for social care workers as published by the General Social Care Council.

Key Tasks

1. **Care to Residents**
2. **Flexible support services**

Duties and Responsibilities

1. Care to Residents

- 1.1 Assists in the admission procedures for new Residents. Greets Residents, relatives and friends, and provides orientation to the bedroom, the facilities of the Home, food service, health and safety rules and regulations, telephones etc.
- 1.2 Reviews and becomes familiar with the Care Plan for the Resident. Assists Residents with personal hygiene requirements; support with bathing bathroom; assists in the care of pressure areas, skin, teeth, mouth, hair and nails.
- 1.3 Collects specimens as required and as directed.
- 1.4 Assists Residents with physical activity, as needed, e.g. exercises.
- 1.5 Encourage Residents to eat and drink, as needed, being aware of nutritional needs and cultural requirements; monitor and records fluid intake when necessary; reports any unexpected inability or desire to eat or drink.
- 1.6 Ensures that any changes to a Resident's condition are communicated to a Senior Support Worker without delay.
- 1.7 Supports the Senior Support Worker or other Competent Person in delivering care to a dying Resident, offering support to relatives and friends.
- 1.8 Following training and individual assessment of skills, measures and records vital signs, reporting abnormal recordings to a Registered Nurse.
- 1.9 Assists in identifying and meeting the social and recreational needs of Residents.

2. Flexible Support Services

- 2.1 Helps Housekeeping staff in the clearing of vacated rooms; assists with bedmaking etc
- 2.2 Checks and keeps tidy the sluice area; cleans utility room, equipment store and Nurses station where appropriate.
- 2.3 Files Resident notes, results and reports and provides assistance of a routine nature in the general administration of the Home.
- 2.4 Supports the Kitchen Staff with the preparation of food as directed.

Key Personal Responsibilities

- Carrying out duties at all times in a manner consistent with the code of conduct issued by the General Social Care Council (see Attachment A)
- Protecting the confidentiality of all information relating to a Resident, or a Resident's family, and not divulging such information to anyone who is not authorised to receive it
- Carrying out duties at all times in a courteous, caring and sympathetic manner
- Carrying out duties at all times in a manner which has appropriate regard to the health, safety and welfare of both themselves and others and reports to a Registered Nurse (or other Competent Person) any equipment that is, or is thought to be, not in good working order
- Communicating information about the condition (or change in condition) and welfare of Residents to Registered Nurses, GP's, relatives and other appropriate and competent persons in a responsive, timely and appropriate fashion
- Respecting the beliefs and dignity of the Residents and their relatives at all times
- Being conversant with Home policies, e.g. control of infection, cardiac arrest, resuscitation and the correct disposal of sharps, soiled linens and waste
- Reporting any complaints, accidents, problems or untoward occurrences to a competent person
- Participation in ongoing staff training, including NVQ in care, Client Care, Health and Safety, Manual Handling, etc

This Job Description aims to provide the Applicant or Employee with an accurate and concise summary of the Job and its main duties and responsibilities. However it is not intended to be restrictive or absolute.

Person Specification

Attribute	Essential	Desirable
Education and Qualifications	Completed secondary education within the normal timeframe	Has 3 passes at GCSE (or equivalent) in any subjects
Work Experience	One year's experience working with others in a team environment, ideally in delivering personal services	Previous experience in Mental Health Rehabilitation
Knowledge, Skills and Training	Ability to understand (through oral or written communication) a simple set of instructions, and if necessary, relay to others in the team. Literate, with basic numerical ability	Understanding and application of the normal duties and responsibilities of a Care Assistant. Has received training in manual handling, and has started (or completed) a NVQ in Care
Personal Characteristics	Cheerful, outgoing personality. Interested in the care and welfare of others, motivated and committed. Accessible, approachable by and comfortable with residents. Able to handle difficult situations with empathy and consideration. Retains confidential information. Reliable and honest. Good communicator and listener.	

Code of Conduct for Social Care Workers in England – Attachment A

Purpose

The purpose of this code is to set down the conduct expected of social care workers and to inform service users and the public of the standards of conduct they can expect from social care workers. Social care workers are responsible for ensuring that their conduct does not fall below the standards set out in this code and that they safeguard the wellbeing of service users.

Social care workers must to the best of their ability:

- Safeguard and promote the interests of service users and carers
- Strive to maintain the trust and confidence of service users and carers
- Respect the independence of service users and protect them as far as possible from danger or harm
- Balance the rights of service users and carers with the interests of society
- Take responsibility for their practice and learning
- Justify public trust and confidence in social care services

As a social care worker you must safeguard and promote the interests of service users and carers. This includes:

- supporting people's rights to control their lives and make choices about the services they receive
- listening to, respecting and, where appropriate, promoting the views and wishes of service users and carers
- valuing and treating each person as an individual
- respecting and maintaining the dignity and privacy of service users and carers.

As a social care worker you must strive to maintain the trust and confidence of service users and carers. This includes:

- being honest and trustworthy
- communicating in an open, accurate and straightforward way
- being reliable and dependable
- honouring as far as possible work commitments, agreements and arrangements
- declaring conflicts of interest and striving to ensure that they do not influence your judgment or practice.

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As a social care worker you must respect the independence of service users and protect them, as far as possible, from danger or harm. This includes:

- challenging dangerous, abusive, discriminatory or exploitative behavior and using established processes and procedures to report it
- taking complaints seriously and responding to them or passing them to the appropriate person
- respecting confidential information and gaining permission from those it concerns to share it for specific reasons e.g. consultation with managers or other members of the care team. Disclosures of confidential information without consent should be made only where they can be justified in the public interest (usually where disclosure is essential to protect the service user or someone else from risk of death or serious harm) or, where disclosure is required by law or order of a court
- recognising the potential for power imbalances in working relationships with service users and carers and using authority in a responsible manner
- following practice and procedures designed to keep you and other people safe from violent and abusive behavior at work.

As a social care worker you must, to the best of your ability, balance the rights of service users and carers with the interests of society. This includes:

- taking necessary steps to prevent service users from doing actual or potential harm to themselves or other people
- balancing the rights of service users whose behavior represents a risk to themselves or other people with the paramount interest of public safety.

As a social care worker you must take responsibility, wherever possible, for your practice and learning. This includes:

- working openly and co-operatively with colleagues and other professionals, recognizing their roles and expertise and treating them with respect
- adhering to legal requirements and relevant standards of practice, and promoting and maintaining good practice
- being free from the influence of alcohol and drugs (other than proper use of proprietary or prescribed medicines) while at work
- informing your employer or the appropriate authority about any physical, mental, emotional or legal difficulties that might affect your ability to do your job competently and safely
- undertaking learning, training and development, wherever possible, to continually improve your knowledge and skills and ensure that you work, in a lawful, safe and effective manner
- being responsible for the quality of your work and contributing to the learning and development of others
- informing your employer or the appropriate authority if you do not feel competent to carry out any aspect of your work and seeking necessary supervision and training
- dealing, as far as is reasonable, with the concerns of colleagues about their ability to carry out work you have delegated to them.

As a social care worker you must justify public trust and confidence in social care services. You must not:

- abuse, neglect or harm service users or carers
- exploit service users, carers or colleagues sexually, physically, emotionally, financially or in any other way

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- abuse the trust of service users and carers or the access you have to their property, home or workplace
- discriminate unlawfully against service users, carers or colleagues for any reason or condone any such discrimination on their part
- put yourself or other people at unnecessary risk
- accept personal gifts from service users or their carers, or gifts or payments from any service providers that would, or might appear to, place you under an obligation
- behave in a manner that might damage the reputation of social care or social work, or reduce the trust and confidence of the public. Dishonest, indecent, violent or abusive behaviour even if not directly connected to your work practice, may call into question your suitability to work in social care.