**Manor Support and Housing**

**Job/Role and Person Specification**

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| **JOB DESCRIPTION** |

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| **Job Title** | **SUPPORT WORKER** |
| **Reporting to** | **Team Leader/Unit Manager** |
| **Job Location** | **Datchet, Slough, Windsor, Bracknell, Hounslow, Ealing** |

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| **Overall Purpose of the Job *(Outline the purpose of the job, what is the reason for the job, what must it achieve and how does it contribute to the success of the business?)*** |
| **Ensure the smooth running of the working day by assisting service users with activities of daily living as per their assessments and care plans completed by the Manager.**  **Completing administrative tasks using the client database within the SupportedLivingApp to enable effective and efficient client support.**  **Assist with the maintenance of a safe supporting environment including the preparing and cleaning of rooms and equipment with particular reference to infection control and safe working environment for service users, their families, staff and other visitors in line with the Company’s Health and Safety and Infection Control Policy.**  **Ensure sensitive and appropriate care and support is delivered to meet individual needs, respecting personal dignity and beliefs.**  **To work in partnership with others to provide a range of innovative and individualised support packages, this is achieved through Person Centred Planning in which we aim to promote optimum health, foster choice, independence, self-awareness, self-confidence and as far as possible we will support the individual to access stimulating activities in real life settings to learn real life skills and to be treated as equal to others.** |

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| **Key Working Relations *(List the internal and external roles that this post has key interaction with)*** |
| **Client Groups including Service Users, Site Managers, Suppliers**  **Support Workers/Team Leaders/Behavioural Support Staff**  **Managing Director and Trustees**  **Head Office support functions (HR, Finance, Marketing, Care Commissioning)** |

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| **Key Result Areas and Specific Duties *(Key result areas should be related to the job objective. Provide a list of key result areas and specific duties to include people management and key performance indicator areas)*** |
| **Duties are varied and personalised to the Service User’s needs such as:**  **General housekeeping e.g. cooking, shopping, domestic duties etc, and helping Service Users to maintain all aspects of their domestic lives**  **Providing help with all aspects of personal care**  **Facilitating socialisation and social activities e.g. visiting family/friends, walks, cinema/theatre, meals out, going for a drive (where required), reading etc**  **Monitoring progress and recording notes on daily record sheets relating to each visit.**  **Liaise with families, friends, advocates, external agencies and the management team to provide a consistent approach that meets the individual needs of each service user**  **To empathise and actively listen in a sensitive manner accessing appropriate additional support where necessary**  **To support Service Users to access appropriate health care provision enabling them to make an informed choice regarding any prescribed treatment, seeking advice where necessary**  **To create opportunities for Service Users to develop establish and maintain personal relationships and social networks, which encourage greater participation and integration in their chosen communities**  **Continually update the client documentation including support plans, risk assessments as required**  **To carry out duties as the Manager reasonably stipulates** |

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| **Core Competencies *(specific to the job and are essential for is success)*** |
| **An understanding of the needs of adults with learning disabilities who are vulnerable within society.**  **Experience of providing care to people with learning disabilities**  **Physically fit and able to undertake safe manual handling practices**  **Good verbal and written communication skills including in the English language**  **Observant and sensitive to a Service User’s needs**  **Ability to work autonomously and productively as part of a team**  **Knowledge of food hygiene/manual handling/health & safety standards and practices**  **Adopt professional, moderate and respectful demeanour in language and working relationships**  **Are punctual and properly prepared for the working day**  **Challenge inappropriate or unacceptable behaviours**  **Wear appropriate dress – should be ‘smart casual’ as a minimum, including wearing ID Badge**  **Are honest and trustworthy, patient and even tempered**  **Maintain confidentiality and comply with Data Protection legislation**  **Keep promises and honour commitments, giving a reliable service**  **Ability to work with clients with learning disabilities and challenging behaviours**  **Calm and reflective in a crisis**  **Good inter-personal skills to work as part of a multi-disciplinary team and with other agencies, carers , family**  **Ability to adapt to changing situations and environments**  **Ability to demonstrate a range of domestic, leisure, recreational and social skills**  **Ability to motivate clients and other carers, and help solve problems**  **Ability to give and receive constructive advice**  **Ability to undertake all identified appropriate procedures in the care/support plan** |

**Person Specification**

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| **Knowledge *(What knowledge is required to enable the person to be successful in this role?)*** | | |
| **Essential:** | **Desirable:** |  |
| Reliable  Hard-Working  Able to work confidentially both independently and as part of a team.  Caring.  Empathetic.  Willingness to attend training.  Willingness to work towards a National Vocational Qualification in Health and Social care.  Good record keeping ability. | Car Driver  Hard Working  Full UK Driving License  Own Car  Previous experience in Care setting | |

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| **Skills and Experience *(What skills or experience are required to enable the person to be successful in this role?)*** | | |
| **Essential:** | **Desirable:** |  |
| Be able to communicate clearly and effectively and have the ability to understand and be understood.  Good literacy and numeracy skills.  Ability to work within a multidisciplinary team.  Able to report on service user’s condition, in a clear concise manner, both written and verbally  Able to use on initiative and work with minimal supervision but ask for help or advice from senior staff when needed  Good basic hygiene and infection control skills and understanding of both | Computer Literate | |

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| **Qualifications and Special Training *(What is the level of education that is required to enable the person to be competent in this role?)*** | | |
| **Essential:** | **Desirable:** |  |
| **Learning Disability and Autism training certification**  First Aid including CPR Certification  Food Hygiene Certification  Medication Awareness  SOVA, MCA and DoLS Certification.  Good Written and Verbal Communication skills  Infection Control  Documentation and Record Keeping | NVQ level 2/3 in Health and Social Care | |

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| **Employee Signature:** | **Line Manager Signature:** |
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| **Date:** | **Date:** |
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