

Northumberland County Council

JOB DESCRIPTION

Post Title: Support Worker (Home Safe Support Team)		Director/Service – The Short Term Support Service (Adult Social Care)	Office Use
Band: 5		Sector RHOP, LD + Children’s, Home Care	JE ref: 3364 HRMS ref:
Responsible to: Assistant Manager		Date: February 2018	Job Family: Social Care - Adults
<p>Job Purpose: In a variety of care settings: Coordinated and assist with the provision of physical, personal and emotional care to service users in order to promote their independence and help them achieve their maximum potential and where applicable meet the regulatory requirements and assist the manager in their responsibilities.</p>			
Resources	Staff	Work within a multidisciplinary team, of domiciliary care and health-care professionals.	
	Finance	Some direct responsibility for financial resources, budget control, stock control and ordering.	
	Physical	Delegated shared responsibility for the site in line with established procedures, careful use of equipment, issuing stock and care of client belongings.	
	Clients	Shared responsibility for Service Users and their belongings	
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Work within a rota, of support staff as part of the first contact team to achieve service objectives and quality standards. 2. Deal with contingencies and emergencies, in accordance with established guidelines, in the absence of colleagues. 3. Attend to the needs of service users, maintaining a safe, hygienic and supportive environment, in accordance with the culture, standards and objectives of the service. Where necessary, develop and follow Risk Assessments. 4. Plan, implement and review care plans that are effective in meeting the needs of the individual, liaising with other care staff and services. 5. Act as link worker for service users, ensuring that all interested parties are kept aware of the service user’s circumstances. 6. Work collaboratively with team colleagues to develop effective team practice and ensure continuity in accordance with service standards. 7. Prepare and deliver initiatives designed to enable and help service users develop the capacity, skills and strategies to manage their lives and environment. 8. Administer medication in accordance with medical advice and service procedures. 9. Assess and supply low level equipment, i.e. walking aids etc. 10. Complete Client electronic and written care plan assessment documentation & Client records in accordance with agreed procedures. 11. Participate in inter-disciplinary work and represent the service in an official capacity at meetings both within and outside the authority. 			

12. Contribute to recruitment, induction, act as mentor in the team setting, including student placements and, as a member of the larger team, contribute to skills planning within the service.
13. Assist with the preparation of meals, snacks or beverages, and the delivery of personal care to clients as and when identified.
14. Be aware of and comply with relevant legislation. Work within the parameters of County Council & Northumberland Health- Care Trust Policies, Procedures and Guidance, CQC National Standards and Codes of Conduct. Ensure services are delivered in emergency situations.
15. Enable and promote independence, minimise intervention and attend to the needs of service users, maintaining a safe, hygienic and supportive environment in accordance with the culture, standards and objectives of the service.
16. Communicate and report appropriately to service users, colleagues and senior staff. Assess and prioritise service user needs, with relevant senior staff, in order to determine care plans that are effective in meeting the needs of the individual.
17. Act as link worker for nominated service users and contribute to the evaluation and review of the effectiveness of care plans.
18. Work collaboratively with team colleagues to ensure that individual care plans are achieved and quality standards are maintained.
19. Attend Team meetings, training courses and participate in appraisals and supervision, to improve own performance, as required
20. Ensure that all interested parties are kept aware of nominated service users circumstances. Report any concerns/issues promptly to ensure effective intervention.
21. Other duties appropriate to the nature, level and grade of the post.

Work Arrangements

Physical requirements:	Moving and handling service users in accordance with established procedures.
Transport requirements:	Able to meet the transport requirements of the post. .
Working patterns:	Able to meet requirements of service.
Working conditions:	7 Day Working

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PERSON SPECIFICATION

POST: Support Worker (Home Safe Support Team)	SERVICE: Adult Social Care	Ref: 3364
Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>A good general education demonstrating literacy and numeracy. NVQ Level 3 in Care, or, an equivalent, demonstratable portfolio of knowledge/experience with willingness to work towards this qualification.</p>	<p>Technical and/or specialist knowledge relevant to the client group. Expectation to improve Professional skills and experience.</p>	
Experience		
<p>Recent experience of Care Work with a relevant client group. Experience of team working. Recent experience of working with vulnerable people.</p>	<p>Link working and care planning. Ability to organise own work load and to effectively supervise work of others.</p>	
Skills and competencies		
<p>Ability to form appropriate relationships quickly. Able to use word processing, e-mail and internet software on a PC. Focuses upon service users' needs. Ability to work and follow individual 'Service User Plans', Risk Assessments. Moving and transferring plans. Able to write detailed clear instructions, case notes and reports. Able to read and quickly gain understanding from detailed and complex documents. Able to undertake Client and home environmental risk assessments Able to undertake the timely completion of supported client medication prompt/administration care planning documentation Able to complete electronic Client Baseline Assessments Listens, consults others and communicates clearly. Reliable and keeps good time. Understands the need to respect confidentiality, privacy, dignity, independence, choice, rights and fulfilment of service users. Adhere to and maintain Health & Safety of self, staff and others. Understand essential elements of the CQC and knowledge of Risk Assessing. Follows policies and procedures, Guidance, CQC Standards and Code of Conduct, whilst keeping to schedules. . Communication and Literacy Skills. Ability to produce simple, short and clear case notes. Able to understand and follow written or spoken instructions. Listens, consults others and communicates clearly. Reliable and keeps good time. Able to work unsupervised and as part of a team.</p>	<p>Technical and/or specialist skills relevant to the client group.</p>	

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Physical, mental and emotional demands		
<p>Periodic requirement to move and handle service users with assistance as appropriate. Ability to work to and follow, Individual Service Users Plans, Risk Assessments and Moving and Transferring Plans.</p> <p>Maintain an awareness of surroundings and service users with some periods of concentrated mental attention and pressures from deadlines, interruptions or conflict. Dealing with service users whose behaviour may challenge the service.</p>		
Motivation		
<p>Committed to the ethics of quality person centred care and the GSCC code of conduct and CQC Standards.</p> <p>Adapts to change by adopting a flexible and cooperative attitude.</p> <p>Works collaboratively to achieve team spirit and meet service users' needs.</p> <p>Demonstrates integrity and upholds organizational values and principles.</p> <p>Promotes equal opportunities and anti-oppressive practice in all aspects of work.</p> <p>Demonstrates an interest in and understanding of others.</p> <p>Meeting Service Standards and Cultural Changes within the service.</p>		
Other		
<p>Able to meet the transport requirements of the post.</p> <p>Out of hours duty arrangements, Immediate Responder responsibilities.</p> <p>Rota covering 7 days.</p> <p>Shifts vary, dependent on service needs and delivery.</p> <p>Able to satisfy ISA and DBS requirements</p>	Driver/car owner	

Key to assessment methods; (a) application form, (c) certificates, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits