

JOB DESCRIPTION

Support Worker

St Helens Domiciliary Care aims to provide the highest standards and quality of life for people living with mental health, learning and physical difficulties, ensuring that service users live an ordinary life whilst receiving the support and encouragement they need to achieve maximum independence. All service users will be treated equally as an individual and supported according to their personal needs and preferences. It is expected that service users will be consulted about all aspects of their daily lives including personal care, household tasks, financial, social and medical arrangements.

PURPOSE: The post holder will work alongside adults who have learning disabilities, physical disabilities, mental health issues or elderly individuals, within their home as well as the local community; Assisting individuals to recognise and utilise all opportunities that may secure personal development and the achievement of greater independence.

REPORTS TO: Manager / Key Worker

RESPONSIBILITIES:

1. To actively support and meet the care needs of service users whilst ensuring personal dignity and rights are respected at all times.
2. To maintain high standards of support according to the needs of the individual, whilst following the service delivery plan and any specialised assessments in place.
3. To work in a non-discriminatory and non-judgemental fashion and respect individuals cultural needs regardless of their background.
4. To prompt/assist or support with all daily living skills e.g. preparing/cooking food and drinks, cleaning the home, budgeting and paying household bills, managing household repairs, laundry, shopping for grocery and personal items etc.
5. To ensure support is provided to individuals in accordance with company policies and procedures, current legislation and the Care Council for Wales codes of practice.
6. To prompt/assist or support service users with all communication needs, making sure their views are fully heard and taken on board.
7. To assist in the identification of individual needs and ensure that appropriate support is provided to meet these needs.
8. To immediately report to management any noticeable changes in health, well-being or circumstances of a service user whilst maintaining the service users right to privacy and confidentiality.
9. To ensure service users primary healthcare needs are met by accessing appropriate facilities for medical, dental, optical treatment etc. as required.
10. To assist/enable service users to maintain high standards of health care and personal hygiene. This may include providing an element of personal care.
11. To encourage and enable service users to develop their skills and abilities.

12. To enable service users to access a wide range of activities whilst adhering to relevant risk assessments.
13. To support the service user to plan social activities and holidays and to accompany the service user when required.
14. To proactively support the service user to maintain and develop friendships with others in the community.
15. To build and maintain close working relationships with family, friends and relevant agencies, dealing with all information on a confidential basis.
16. To assist individuals with the day-to-day domestic management of their home and related budgeting, to include personal budgeting.
17. To report and record any incidents using the relevant documents.
18. To report any concerns which may or may not be regarded as a safeguarding issue to your line manager or person on call without delay.
19. To report any complaints to your manager/provider.
20. To report any accident or incident which may occur to the service user or support worker, as soon as possible.
21. To maintain and complete accurate, concise and up to date records before the end of your working day.
22. To provide service users with opportunities for new experiences and the opportunity to exercise individual choice.
23. To prompt or support service users to take any prescribed medications as directed by a health professional and in accordance with St Helens Medication Policy.
24. To be available to work as and when agreed with St Helens, giving where possible a minimum of 24hours notice of cancellation.
25. To maintain strict confidentiality in all aspects of work relating to service users, colleagues and the Company.
26. To treat all service users with dignity and respect.
27. To maintain professional boundaries and conduct yourself in a manner which reflects positively on the Company.
28. To advise supervisors and/or managers of any perceived problems or difficulties experienced with the service provided or the service users.
29. To report any dangerous situations to senior management without delay, including any health and safety incidents.
30. To advise supervisors and/or managers of any ideas which might enhance or improve the level of service delivered to service users.
31. To prompt/assist and support people to care for home pets.
32. To participate in relevant training opportunities.
33. To participate and contribute during supervisions and appraisals.
34. To participate and contribute in team meetings.
35. To undertake any other duties which may be reasonably required given the nature of the post.

This job description is not conclusive; the changing needs of the client group may affect certain identified duties.



Confidentiality

It is expected that all of St Helens employees understand that our work is confidential and that personal details must not be divulged to members of the public. This obligation will continue indefinitely even after termination of employment. All approaches by the media or other third parties must be referred, unanswered, to the service provider.

Declaration:

I _____ can confirm that I have read and agree to perform the duties outlined in this job description to the best of my abilities.

Signed: _____

Date: _____