

JOB DESCRIPTION

Job Title: Directorate & Section/Unit: Reporting to: Responsible for:	Support Worker Adult Services & Health Team Leader/Manager of the service or the on Call Duty Manager, Senior Support Worker on duty (including Senior Night Support Worker in Residential Services) NA
Salary Grade: WCC Management Level: * Number of Direct Reports: *	Scale 2 SCP 10-13 Frontline NA

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high quality service which meet the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

- Support of people using a service for adults with care and support needs.

Main Activities & Responsibilities:

- To assist and support people using the service with personal care and physical tasks e.g. assistance with dressing, washing, bathing and with meals
- Social duties (e.g. talking and helping people using the service to maintain contact with family, friends and community, and recreation) aimed at creating a supporting atmosphere where people using the service can achieve maximum independence. Encourage and assist people using the service with individual and group social and therapeutic activities of the service.
- To participate in the normal domestic tasks connected with the daily routine of the service and the personal needs of the people using the service.
- To enter details of incidents and events occurring during a period of duty in the appropriate records, and to report verbally to the senior member of staff on duty before leaving the premises.
- To report and record significant matters in the lives of people using the service in accordance with the department's policy to Access to Records.
- To maintain and update care plans and risk assessments with people using the service and senior staff on duty
- To distribute/administer medication as instructed.
- To attend and participate in staff meetings and supervisions.

- To undertake other such duties related to the work of the Council as may be assigned which are consistent with the nature of the job and its level of responsibility.
- Regular surveillance and observations of people using the service and the building throughout the period of the shift.

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and people using the service and is consistent with the Council's Equality and Diversity Policy
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff, Governors, Head Teachers, Teachers, Support and other school based staff

External: District & County Councils, Government Agencies & Departments, Healthcare Professionals, PCT, Police, Fire, Probation Service, Educational Settings, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, people using the service, carers, clients, customers, parents & pupils, members of the public, volunteers

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

PERSON SPECIFICATION

Job Title: Support Worker
Directorate & Section/Unit: DAS
Salary Grade: Scale 2 SCP 10-13
WCC Management Level: Frontline

EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

It is **essential** that the post holder has:

- Effective communication and interpersonal skills, both oral and written.

It is **desirable** that the post holder has:

- Experience of working in a residential or community care setting with people with a disability
- An understanding of health and safety issues and risk assessments that may occur within a care setting
- Experience with care planning

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- An understanding of the rights and needs of people with a disability
- An understanding of how to promote independence and give choice to people using the service
- An understanding of how to promote dignity and respect
- Proven ability to write and record essential information clearly and accurately

It is **desirable** that the post holder has:

- Ability to work on own initiative and in a team
- An understanding of the importance of involving people using the service

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Aptitude and commitment to undertake training as required (including mandatory training and vocational training)

It is **desirable** that the post holder has:

- Moving and Handling*
- Fire Awareness*

*In house training available

ADDITIONAL INFORMATION

It is **essential** that the post holder has:

- An ability to be flexible in helping to meet the needs of the establishment
- To work as part of a multi-disciplinary team and attend staff meetings and supervision sessions
- To be able to effectively demonstrate anti-oppressive practise and an commitment to equal opportunities
- A full awareness of the need to preserve the dignity of every individual and accept total confidentiality
- Commitment to training and professional development

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