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| Stockton-on-Tees Borough Council | **JOB DESCRIPTION** |
| **Directorate: Adult and Health** | **Service Area: Early Intervention and Prevention Team**  |
| **JOB TITLE: Support Worker**  |
| **GRADE: E** |
| **REPORTING TO: Registered Manager** |
| **1.** | **JOB SUMMARY:** The physical, therapeutic and personal needs of clients under the general supervision of the managing officer.  |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1 | To assist, where necessary with the dressing, feeding, bathing and toileting of clients. |
|  | 2 | To contribute to the social activities and the mental stimulation of clients.  |
|  | 3 | To create and maintain a supportive homely atmosphere where clients can achieve maximum independence. |
|  | 4 | To ensure that all bedding, linen and personal items of clothing are taken to the laundry area.  |
|  | 5 | Responsible for bed making and an adequate supply of clean clothing and linen.  |
|  | 6 | To encourage clients to participate in social and occupational activities within and outside the home where appropriate. |
|  | 7 | To monitor the diet and health of the clients which may involve the completion of assessment forms, log/report books and daily diaries. |
|  | 8 | To ensure the safety of clients at all times, i.e. awareness of the fire drill and other emergency procedures in the home. |
|  | 9 | To assist in the serving, distribution and clearance of food at meal times. |
|  | 10 | To ensure the safe use and operation of equipment, i.e. wheelchairs and bath hoists. |
|  | 11 | To ensure that personal items of clothing have a means of identification before laundering. |
|  | 12 | To undertake hospital escort duty, when necessary (e.g. if client has dementia and family are unavailable to escort). |
|  | 13 | Completion of the client’s documentation on any matters affecting clients and report to the Duty Manager. |
|  | 14 | To undertake the work in accordance with the defined policy of the Department. |
|  | 15 | The Support Worker, should, subject to the individual need of the home, participate in the agreed working roster, which may from time to time need to be adjusted / altered. |
|  | 16 | To enhance the department’s image within the authority by promoting awareness of services and achievements and encourage greater participation. |
|  | 17 | To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority’s health and safety rules and legislative requirements. |
|  | 18 | To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post. |
|  | 19 | To undertake such other duties and responsibilities commensurate with the grading of the post. |
|  | 20 | To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council. |
|  | 21 | Participate in daily handovers to and from Support staff and adjust support given to clients accordingly.  |
| **3.** | **GENERAL** |
| **Job Evaluation -** This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council. |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.**Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.**Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. |
| **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.  |

**Job Description dated April 2018**



**PERSON SPECIFICATION**

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| Job Title/Grade | **Support Worker**  | **E** |
| Directorate / Service Area | **Adult and Health**  | **Early Intervention and Prevention Team**  |
| Post Ref:  | **33398** |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  | QCF diploma level 2 or equivalent in Adult Health & Social Care |  | Application form |
| Experience | Previous experience of working in a care setting |  | Application / Interview |
| Knowledge & Skills | Good communicator Ability to motivate and encourage Ability to promote independence Be caring and client focussed Follow Departmental policies and procedures Be an effective member of the team Literacy and basic numeracy  | Knowledge of other language, ie sign Good record keepingKnowledge of legal framework | Application / Interview |
| Specific behaviours relevant to the post | Demonstrate the Council’s Behaviours which underpin the Culture StatementReliable, patient, good time keeping Able to promote service image Commit to personal development  |  | Application / Interview |
| Other requirements |  |  |  |

**Person Specification dated April 2018**

**Conditions of Service**

**General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

**Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

**Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

**Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

**Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

**Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

**Probation**

New entrants to Local Government will be required to complete a six month probationary period.

**Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

**Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

**Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

**Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted.  If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.