

Job Description

Job Title – Support Worker (Level 2)

Company Role Profile: PC1.5

Grade: 2

Responsible to - Team Leader/ Locality or Assistant Locality Manager/
Registered Manager

Purpose of Role

To provide and promote person-centred care and support to vulnerable customers including people who have a range of mental health needs, learning and physical disabilities, behaviours that might challenge and require differing levels of support; to meet a range of complex social and health needs.

To work effectively as part of a team, undertaking tasks as detailed within a person's care plan, providing care and support to enable people to achieve their maximum level of independence through appropriate physical, emotional and psychological support including: intimate personal care, practical tasks, appropriate communication and community involvement.

Contributes to care plans and support planning and supports the communication process with families and health and social care professionals.

Scope

Sunderland Care and Support provides a wide range of social care services, including:

- Sunderland Telecare
- Farmborough Intermediate Care Centre
- Recovery at Home Service
- Community Equipment Service
- Home Improvement Agency (including Handyperson Services)
- Community Resource Centres
- Short-break and Respite Services: 1 for children and their families, 2 for adults with learning disabilities and physical disability
- Supported Living Schemes

- Registered Residential Services
- Support Time and Recovery and Outreach Services
- Sunderland Shared Lives

Values

The post holder will:

- Commit to the vision, core values and objectives of Sunderland Care and Support
- Aspire to adopt the Skills for Care Code of Conduct for Healthcare Support Workers and Adult Social Care Workers?

Sunderland Care and Support Mission Statement

'To be a trusted provider in the delivering of high quality customer focused social and health care services'

Sunderland Care and Support Core Values

Primary Value

The needs of the Customer come first

Core Values

- **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
- **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
- **A good place to work-** enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee.
- **Excellence-** Deliver the best outcomes and highest quality service through the dedicated effort of every team member.
- **Teamwork-** Value the contributions of all, blending the skills of individual staff members in partnership and collaboration.
- **A good place to work-** Enjoying our role each day through enhancing the lives of those we serve, through the creative ideas and the unique talents of each employee

All employees of Sunderland Care and Support are expected to embrace the following principles that underpin the care and support they provide in the job role wherever it takes place:

- **Care** - Our core business and the care we deliver helps the individual customer and improves the health of the whole community. Caring defines us and our work. Customers receiving care expect it to be right for them, consistently, throughout every stage of their life.
- **Compassion** - How care is given through relationships based on empathy, respect and dignity - it can also be described as intelligent kindness, and is central to how people perceive their care
- **Competence** - Means all employees must have the ability to understand a customer's health and social needs and the expertise, clinical and technical knowledge to deliver effective care and support.
- **Communication** - Central to successful caring relationships and to effective team working. Listening is as important as the key to a good workplace with benefits for those in our care and employees alike.
- **Courage** - Enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.
- **Commitment** All employees of Sunderland Care and Support commit to improve the care and experience of our customers, to take action to make the company's mission statement and value a reality for all

Sunderland Care and Support has also adopted **the Skills for Care Workplace Principles** and expects every employee of the company to aspire to these key principles:

- Being accountable.
- Making a difference.
- Focusing on detail.
- Delivering quality.
- Being completely honest.
- Keeping promises.
- Being reliable.
- Being positive.
- Meeting deadlines.
- Helping others. Showing tolerance
- Being a great team member.
- Respecting company policy and rules, and respecting others.

NB: This is not a comprehensive list of all duties and responsibilities but provides examples of the duties expected of the post holder

1. Practical Assistance

In line with the agreed Care and Support plan:-

- 1.1. Encourage and support people to be independent and to exercise choice and control over the support they receive.
- 1.2. Use appropriate language and support customers to communicate in their preferred way. For example:
 - communication passport,
 - makaton,
 - BSL sign language,
 - accessible information.
- 1.3. Maximise the independence and functional ability of customers to enhance their quality of life, and develop and maintain life skills. For example:
 - Encourage customers to participate in a program of recreational and social activities.
 - Assist customer's to develop or relearn basic life skills
 - Assist and support customers in maintaining links with their friends and other groups in the community.
 - Support customers, where appropriate, on outings including accompanying to hospital for appointments at times when emergency hospital treatment is required
 - Travel training for customers
 - Demonstrating/coaching and communicating any additional aids e.g cutlery/crockery to assist eating and drinking.
 - Carry out an enabling role in line with the agreed care plan in order to maximise the independence of the person
 - Deal with immediate emergency situations in accordance with prescribed procedures
- 1.4. Encourage and support community involvement, ensuring people gain fair access and maximum benefit from all available services, community facilities and resources.
- 1.5. Provide assistance and support with household and domestic tasks, e.g. laundry, shopping, cleaning, and Support customers with financial transactions such as paying bills, to manage their finances and personal affects.

2. Personal Assistance

- 2.1. Provide appropriate, intimate personal care, which respects the privacy and dignity of the person, for people with a wide range of illnesses and disabilities, when required. For example:
 - To assist customers with getting up in the morning, dressing, undressing, washing, bathing, shaving, eating and drinking, and using the toilet.
 - To help customers with mobility problems and other physical disabilities, including continence management and help in the use and care of aids and personal equipment.
 - To help care for/support customers who are at the end of their life.
- 2.2. Safeguard people's human rights at all times and ensure that the care and support provided, protects people and ensures their safety and well-being.
- 2.3. Work as part of a team, to provide practical, emotional and flexible care and support, geared to the needs and goals of the individual, as identified within their Care Plan.
- 2.4. Support people with the administration of their medication in line with SCAS policy and procedures.
- 2.5. Provide personal care to prescribed quality, safety and hygiene standards to meet demands of daily living in line with the care plan, following guidance and training. For example:
 - Peg feed,
 - stoma care,
 - catheter care,
 - simple dressings
- 2.6. Undertake Health Related tasks as directed by appropriate health service staff
- 2.7. Use and operate a range of tools and equipment associated with the provision of care and support to vulnerable customers. For example:
 - hoist,
 - bath aids,
 - wheelchairs
- 2.8. Work with other professionals to ensure the health, safety and comfort of customers and to maximise their potential to be independent.

- 2.9. Respect people's culture, beliefs and preferences in all aspects of their daily life and within the care service that is delivered.

For example: Menu planning and food preparation, personal care routines and religious practices.

3. Planning requirement

- 3.1. Record information into care plans
- 3.2. Work to individual Care Plans, ensuring the persons requirements are reported to the appropriate person or service in a timely manner
- 3.3. Ensure customer needs are reviewed and managed
- 3.4. Engage with multi-agency /partners to provide an integrated service to customers and to ensure any planned interventions are managed in an effective manner.

4. Records and Reports

- 4.1. Respect people's right to the confidentiality of information within legal and SCAS governance arrangements, policies and procedures.
- 4.2. Ensure all records are accurate, legible, complete and up to date.
- 4.3. Comply with data protection principles and respect the privacy of personal and customer information.
- 4.4. Support people's right to complain and respond positively to informal concerns.

5. Professional Contacts and Relationships

- 5.1. Establish and maintain the trust and confidence of customers, their family and carers.
- 5.2. Work as part of a support team, within a multi-agency framework, to ensure that the aims and objectives of the service and the needs of the person are met within in line with the care plan.
- 5.3. Participate in partnership work with other professionals to ensure the needs of the person are reviewed.

- 5.4. Work independently and be able to make sound judgements in relation to emergency situations and customer requirements in line with policies and procedures.
- 5.5. Involve customers, their family and carers to review the service so that SCAS can continue to meet customer demand, provide excellent care and embrace innovation and change.

6. Working Environment Context

- 6.1. Work flexibly on a rota basis, including weekends, bank holidays, night shift waking nights and sleep-ins.
- 6.2. Work flexibly across all service areas, and in all geographical locations.
- 6.3. Have regard for the health, safety and security of the workplace, yourself and others in accordance with legislation and SCAS policies and procedures carry out basic Health and safety checks i.e. water temperature checks and fridge temperature checks.
- 6.4. Drive SCAS transport when deemed competent to do so (if service requirement) and where appropriate
- 6.5. Be able to carry out routine vehicle checks, including cleaning of vehicles, and report faults and accidents to line manager in line with SCAS policy and procedures.
- 6.6. Have responsibility for Customers property or money, including cash purchasing system which supports the customer needs i.e. purchasing food etc or household goods
- 6.7. Participating fully in handovers of cash and information in line with the policies and procedures of the company

7. Professional Context

- 7.1. Participate in and contribute to in-service learning and development opportunities identified for both professional and personal development within the job role. For example: attend regular team meetings, supervision and appraisal, e-learning and training.
- 7.2. Keep up to date with knowledge, skills, innovation and developments in service provision and use in your work with people.

- 7.3. Honour and meet agreed work commitments.
- 7.4. Act in a professional manner, in line with SCAS policies, procedures, it's commitment to equality and sound value base of social care principles.
For example: promoting independence, individualisation, confidentiality, non-judgemental attitude.

8. Other duties

- 8.1. The post holder is expected to be flexible in order to:
- Work in any service across Sunderland Care and Support
 - Work in either the community or a building based service
 - Cover all hours as services develop e.g. Weekends, evenings, sleep-ins and waking nights
 - To co-operate with the duty rota schedule so as to ensure adequate staffing, and be flexible at times due to the changing needs of the service and the customers.
 - Provide appropriate support and carry out other tasks and duties in line with their job role descriptions and the care and support plan.
 - Attend regular team meetings, supervision and appraisal sessions.

Duties and responsibilities of the Role

This Job Description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties that are appropriate to their post and level.

This post may change over time to meet organisational requirements and the role description and key tasks may be changed after consultation with the post holder at any time.