**Value Based**

**Job Description & Person Specification**

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| **Job Title:** | Support Worker *(Days/Nights)* |
| **Reports To:** | Registered Manager, Deputy Manager & Team Leaders |
| **Job Overview:** | * To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Management * To support and enable service users to maintain skills and personal interests while delivering person-centred care unique to each individual * To maintain skills at a current level and undertake such training and development as required to maintain and progress knowledge   **Note:** *In addition to these functions, employees are to carry out such duties as may reasonably be required.* |
| **Location:** | The service’s premises, but you may be required to work from other locations at the discretion of the company and with appropriate notice. |
| **Working Hours:** | 5 days over 7-day period, with varying shift patterns as agreed with the manager. |

**Responsibilities & Duties of the Job**

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| **Role-Specific**  **Duties** | The Carer’s responsibilities include but are not limited to the following:   * Ensure that service users are at the heart of care delivery and their wishes and preferences are taken into consideration to enhance their wellbeing. * To contribute to the efficient running of the service * Support service users to maintain their relationships and connections with the local community. * Ensure care plans and other information about how to support service users are followed. * Be responsible for informing the Senior Manager/ Team Leader of any changes in the needs of service users. * Be responsible for promoting & safeguarding the welfare of those individuals they support |

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| **Working**  **With Others:** | * Develop effective working relationships with other employees within the service. * Work in cooperation with members of the multidisciplinary teams to maximise opportunities for service users. * If desired by the service user, maintain and develop relationships with their family, friends and other people important in their life. |
| **Leading By**  **Example:** | Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:   * Seek opportunities for personal and professional growth * Be a role model for other carers and be an ambassador for the service. * Be professional, polite and reasonable at all times |
| **Personal & Professional Development:** | * Have a knowledge of, and work within, the CQC Fundamental Standards. * Understand the regulatory framework that governs the service, including the role of the CQC and its requirements. * Commit to achieving the relevant qualifications needed to fulfil the role. * Attend statutory training and any other training as directed by management. * Understand and follow all policies and procedures relevant to the role. * Be open to learning opportunities |

**Person Specification**

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| **Specific Requirement for Qualifications** | **Essential** | **Desirable** |
| Good Level of English; Written & Verbal | **√** |  |
| RQF Qualification in Adult Social Care |  | **√** |

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| **Specific Requirement for Skills** | **Essential** | **Desirable** |
| **Proficient Written Skills:** | | |
| Maintain all care plans/care records in accordance with the service’s policy. | **√** |  |
| **Leadership Skills:** |  |  |
| Provide service users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom | **√** |  |
| Communicate any problems, concerns or changes to service users’ family members as needed | **√** |  |
| **Communication Skills:** |  |  |
| Carers must build a rapport with service users by establishing personal connections and showing an interest in their lives | **√** |  |
| Carers must be able to communicate effectively with service users | **√** |  |
| Carers must have the communication skills to inform colleagues, management and professionals about the needs of service users | **√** |  |
| **Problem Solving Skills:** |  |  |
| Carers need to be able to adapt to and address situations quickly | **√** |  |
| Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection. |  | **√** |
| **Disposition/Personal Attributes:** | | |
| Empathy, understanding & non-judgemental attitude | **√** |  |
| Professionalism, Reliability & Honesty | **√** |  |
| Ability to work on own initiative & as part of a team | **√** |  |

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| **Specific Requirement for Previous Experience** | **Essential** | **Desirable** |
| Previous experience of working in a similar environment |  | **√** |
| Previous experience of working in a similar role |  | **√** |
| Experience of working with service users, in particular, those that may have additional support needs |  | **√** |

**Company Values**

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| **Area** | **Specific Requirement** |
| **Dedication:** | * Providing the highest level of support/care to service users * Following legalisation, regulations & company policies |
| **Support:** | * In accordance with individual person-centred care plans * Commitment to safe work practices & care delivery |
| **Loyalty:** | * Ensuring commitment to the expectations outlined within your job role |
| **Respect:** | * Be kind and courteous, lend a helping hand or ear and practice compassion. * Listen to others and respect differences in beliefs and opinions. |
| **Trust:** | * Always doing the right thing, even if no one is watching |

**Code of Conduct**

*Requirement for ALL Healthcare & Adult Social Care Workers*

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| * Be accountable by making sure you can answer for your actions or omissions. |
| * Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times. |
| * Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support. |
| * Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers. |
| * Respect a person’s right to confidentiality |
| * Strive to improve the quality of healthcare, care and support through continuing professional development. |
| * Uphold and promote equality, diversity and inclusion |

*Requirement for ALL Healthcare & Adult Social Care Workers*

**Values-Based Personal Qualities**

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| **Area** | **Specific Requirement** |
| **Working Together** | * Involve service users, families, external agencies and colleagues * Speak up when things go wrong |
| **Respect and Dignity** | * Understand person-centred care and can demonstrate treating people as individuals and respecting choices * Promoting independence and encouraging appropriate risk taking |
| **Everybody Counts** | * Ensuring no one is discriminated against or excluded * Understand human rights and impact on care delivery * Facilitating people to ‘speak up’ about concerns and acting upon them |
| **Commitment to Quality of Care** | * Striving for quality in everything we do recognising and understanding what quality in care means for people using the services * Being accepting about criticism and focusing on improvement * Being open to new opportunities for learning and identifying the limits of skills and knowledge |
| **Compassion** | * Treating people with kindness * Understanding the importance of empathy in all areas of employment * Understanding the values of others and always providing a caring service |
| **Improving Lives** | * Focus on how things could be done better and sharing ideas * Understanding of wellbeing and what is important to people using the service * Improving outcomes for people * Ensuring appropriate services are provided for people using the services |