

JOB DESCRIPTION

Job Title	Support Worker
Reporting to	House Leader
Accountable to	Registered Manager

Purpose of Role

To provide professional care to adults age 18+ with moderate to severe learning and/or physical disabilities, within their place of residence.

Key Responsibilities

- Ensuring all of the customers' needs are met to the highest possible standard and in line with their care plans and current legislation.
- Monitoring the maintenance of customers' homes and observing the health and safety policies and procedures at all times.
- Managing budgets, keeping accurate records of the customer's finances and handling their monies in a responsible and considerate manner.
- Reporting and recording significant incidents/events to relevant personnel and/or agencies.
- Communicating at all levels with all relevant parties to ensure the smooth running of the service and business and to ensure the customers' needs are handed over effectively.
- Correct storage and administration of medication.
- Maintaining systems, policies and procedures put in place by management and the company.
- Ensuring company vehicles are maintained and safe.
- Ensuring confidentiality of the customers, staff teams and the company, in accordance with the GDPR at all times.
- Safeguarding customers from harm and abuse
- Observing and reflecting the aims and objectives and the statement of purpose for each place of residence.
- Always treat customers with the utmost respect and ensure that their rights are observed at all times.
- Promote customers' independence by enabling them to achieve within their capabilities.
- Promoting and facilitating relations with friends and family
- Liaising with external agencies and provisions

Duties will include

- Personal care
- Moving and handling customers
- Organising and attending appointments
- Supporting customers during adult education
- Taking customers out on activities
- Supporting customers to achieve
- Supporting customers to develop their life skills

- Promoting independence at all times
- Risk assessing
- Advocate for customers and other vulnerable people in society.
- Promoting equal opportunities at all times – supporting customers to overcome any obstacles that stand in the way of them and their endeavours.
- General housekeeping
- General maintenance
- Participating in assessments, reviews and meetings
- Preparing food and beverages
- General administration
- Undertaking Sleep-in duties as required
- Health and safety checks
- Fire safety checks
- Key working
- Disposal of waste
- Participate fully in staff and house meetings, supervisions and appraisals
- Completing all tasks set by a House Leader or Management

Training

- Participate fully in the company induction and training programme.
- Undertake mandatory qualifications, recognised nationally and as required by current legislation.
- Attend regular supervisions
- Identify own training and development needs
- Partake in annual appraisals

Skills Required

- Team Working
- Apply company ethos throughout all aspects of role
- Communication both written, verbal and a willingness to explore alternative methods of communication.
- Adaptability to change
- Personal organisation
- Problem solving
- The ability to work unsupervised and supervised

Essential Requirements

- Must have knowledge/understanding of people with learning disabilities and what constitutes quality care.
- Must be able to demonstrate an understanding of the needs of each customer and how to work with the team to ensure all support is individualised.
- A genuine interest and caring approach to working with adults with learning disabilities
- Motivation and enthusiasm
- Reliable and trustworthy with a good attendance record
- Willingness to undertake identified additional training needs, and apply any new skills learned in the workplace.
- Must speak English well and have good communication and listening skills and/or be prepared to develop these skills to their full potential.
- Must have a sound understanding of the English language and thus have the ability

to record all relevant information pertaining to Customers and/or the effective running of the Home; accurately, legibly using only acceptable English grammar.

- Must have a friendly disposition and be a kind and caring person.
- Must have the ability to treat all service users, fellow colleagues and visitors to the service in a polite and courteous manner and answer the phone correctly.
- Must follow company policies and procedures at all times.
- Always exercise a duty of care over any task or situation in the best interest of our customers.

Preferences

- Experience of working in a customerial home or support living accommodation, as part of a small staff team.
- Car driver

This Job Description is not an exhaustive list of duties or responsibilities but accurately reflects the current position.

Declaration

By signing below, you understand and accept the contents of this job description and will make every effort to fulfil to the role in the best interest of the customers and the company.

Signed

Name

Date