**VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Support Worker |
| Reports to: | Senior Support worker/Management |
| Job Overview:  (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required) | * To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Care Coordinator * To support and enable Clients to maintain skills and personal interests whilst delivering person-centred care unique to the Client * To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge |
| Location: | Day opportunities within the community |
| Working Hours: | 36 hours over a 7-day period, with varying shift patterns as agreed with management. |

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| **Responsibilities and Duties of the Job** | |
| Role Specific Duties: | * Ensure Clients are at the heart of care delivery and their wishes and preferences enhance their wellbeing * To support Clients with all aspects of their day-to-day living, enabling them to enjoy the best possible quality of life * Most of the employee's work will be within a day opportunities setting supporting Clients to access and engage in meaningful activities. * Compassion, good communication skills and a calm and caring manner are essential for this important role * Ensure Care Plans and other information about how to support Clients are followed * Be responsible for informing Senior staff of any changes in the needs of Clients * Be responsible for promoting and safeguarding the welfare of those individuals they support |
| Working with Others: | * Develop effective working relationships with other employees * Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for people * If desired by the Client, maintain and develop relationships with family, friends and other people important in their life |
| Leading by Example: | * Seek opportunities for personal and professional growth * Be a role model for other Support Workers and be an ambassador for the service * Be professional, polite and reasonable at all times |
| Personal Responsibilities: | * Commit to achieving the relevant qualifications commensurate with 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**

**Specific Requirement for Qualifications**

**Essential**

**Desirable**

Good English - Written and verbal

Yes

No

Yes

No

RQF in Social Care

Yes

No

Yes

No

**Specific Requirement for Skills Essential Desirable**

## Proficient Written Skills

* Maintain all Care Plans/care records in accordance with Catherine Care Limited policy

Yes Yes

## Leadership Skills

* Ability to induct and orientate new employees to the job role
* Provide Clients with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom, as dictated in their Care Plan
* Communicate any problems, concerns or changes to Clients’ family members as needed

Yes No Yes No

## Communication Skills

* Support Workers must build rapport with people by establishing personal connections and showing interest in their lives
* Support Workers must be able to communicate effectively with Clients
* Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of Clients

Yes No Yes No

## Problem-Solving Skills

* Support Workers need to be able to adapt and address situations quickly
* Plan, develop, implement, and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection

Yes No Yes No

**Specific Requirement for Previous Experience**

**Essential**

**Desirable**

Previous experience of working in domiciliary care

Yes

No

Yes

No

Previous experience of working in similar role

Yes

No

Yes

No

Experience of working with Clients, in particular, those that may have additional support needs

Yes

No

Yes

No

**Value-Based Personal Qualities**

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| --- | --- |
| **Area** | **Specific Requirement** |
| Working Together | * Involve Clients, family, external agencies & 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 |

# Key Lines of Enquiry Table

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| **Key Line of Enquiry (KLOE)** | **Supporting** |
| W2 - Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |  |