

JOB DESCRIPTION

Post: Care/Support Worker

Is the job exempt from the Rehabilitation of Offenders Act? Yes

Does the post require a Police Check/Criminal Records Bureau Clearance? Yes

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Job Purpose

- Support service users with form filling, signposting to relevant agencies, key work sessions, general office duties.
- To provide a range of personal, social, emotional and practical care tasks as required for the well-being of service users, and their carer, living in residential homes, whilst keeping a watchful brief on their changing needs. To work towards an assessed and planned package of care, or maintenance programme, enabling service users and their carers to exercise control over their own lives by maximising their independence. The provision of a culturally and ethnically sensitive service is integral to the provision of home care.
- Have individual responsibility, under the supervision of a full time member of staff, for the personal needs of service users.
- Observing each service user's changing needs and reporting, on a regular basis, to the member of staff.
- Providing personal care in a sensitive manner for all service user groups and their carers living in residential homes within the community (this may include assisting service users to get up, and go to bed, total body washing, in line with procedures, assisting with toileting, dressing and feeding) and/or assisting with parenting skills and providing carers support.
- Social duties to include shopping, talking with service users, helping to maintain contact with family, friends, and the local community, escort duties.

Duties and Responsibilities

- Escorting service users, e.g. to the shops/bank.
- Escort service users with learning disabilities, e.g. on public transport.
- Escorting children.
- Escorting service users to e.g. GP practices for appointment, or chiropody treatment.

- Undertake essential domestic duties to assist service users to care for their residents (e.g. cleaning, cooking, laundry), whilst encouraging service users to retain maximum independence by creating a supportive homely atmosphere.
- Attending case conferences and other meetings as required for facilitating the provision of appropriate support to service users.
- Referrals to the staff member for equipment or services needed by service users.
- Making appointments for service users with e.g. a Doctor, Nurse or Chiropody Services.
- Assisting service users, where instructed by the Home Manager, in the management of their income, paying bills and other expenses, and keeping a strict account for checking by the Home Manager.
- To attend Training Courses as required for developing skills and knowledge to improve the quality of service provision.
- Carry out any other duties and responsibilities within the scope and spirit of the job purpose and grade as may be required.
- Carry out general office duties, answer phone calls, phoning service users, filing, attending and contributing in meetings
- Carry out key work sessions to assist with the welfare of service users
- Signpost service users to internal/external agencies

Special Conditions

In order to facilitate meeting the needs of our service users for services which operate 365 days per year, it is an essential requirement of the job that post holders will be required to work flexible and unsocial hours. This will include some evenings, weekends, nights, sleep in's and Bank Holidays. Observance of Care2Support Ltd Policy's will be required.

Person Specification

Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview; T. - Test or Exercise.

CRITERIA	ESSENTIAL	M.O. A.
Experience (Relevant work and other experience)	Previous experience of giving personal care to adults, or	AF/I
	Previous experience of giving support or care to service users with specific needs for example, physical / learning difficulties, housing applications	AF/I

Skills and Ability e.g. written communication skills, dealing with the public etc.	Able to manage paperwork, write a shopping list and handle money Fully conversant with office equipment Able to work by yourself. Computer literate Able to provide sensitive and appropriate personal care to women, children and men. Having an awareness, understanding and willingness to meet the needs of people from different religious and cultural backgrounds. Be able to provide a service in a non-judgmental way to all service users.	I I AF/I AF/I AF/I
Training	Willingness to undergo training.	AF/I
Education/Qualifications NB: Full regard must be paid to overseas qualification	None required but willing to train	