

Support Worker Job Description

Reporting to Delegated line manager

Department UK Services

Purpose of the job

To provide assistance with care, personal support, daily living tasks or activities to customers within their own home, day centres, residential care settings and the wider community. To support our customers to attain their full potential, maximise options available and encourage choice, participation and motivation.

Key responsibilities

- To support customers with their physical care, personal hygiene needs, daily life tasks and skills as required by their Person-Centred Plan (PCP). Ensure that customers independence is preserved and developed as far as possible, affording appropriate levels of privacy and dignity.
- Support and facilitate customer communication with their relatives, friends, professionals and other members of staff, to ensure the continuity of quality and safety in the provision of support.
- Work within a person-centred approach. Encourage customers to maintain maximum independence, taking into account their physical and emotional condition as well as their current skills, personal choices and aspirations.
- Encourage and support customer participation in the running of the service provision.
- To be open to customer preferences as to how tasks are carried out.
- Report and record any incidents or events that may have an impact on each customer's PCP. Liaise with the immediate supervisor and/or any other relevant staff as appropriate.
- Ensure that record keeping is maintained and updated in an accurate, timely and confidential manner.
- To become familiar with any changes in the customers' condition or situation at the beginning of each shift, as well as any associated changes in the working environment or premises.

- Where required, escort and assist disabled people both in and around the Service setting. Accompany to other external events and appointments in the wider community.
- Undertake driving if required (as outlined in the job advert).
- Support with daily life skills, such as shopping and preparation of food and general housekeeping in accordance with the requirements of the service.
- Actively encourage and participate in any programmes, such as exercise, identified in a customer's PCP by the relevant therapist.
- Help customers with mobility and other physical or sensory disabilities. To assist in the use of support aids and personal equipment.
- Where required, to administer medication and/or delegated nursing care as directed by nurses, medical advisors and supervisors or line manager.
- Comply with all Health and Safety policies and procedures.
- Comply with Leonard Cheshire (LC) and any local Safeguarding and Mental Capacity Act (MCA) policies and procedures.
- Work within the regulatory compliance requirements applicable at the respective service.
- Maintain an awareness of individual customer risk assessments relating to specific support needs, for example dysphagia, mobility and safety.
- Participate in supervision, staff meetings and training activities (including updates) as required. These may sometimes be off-site and outside of normal hours.
- To be responsible for maintaining and improving own knowledge and skills through experience and training.
- Undertake any other additional responsibilities as requested by the Service Manager following the successful completion of any specific training and personal skills development.
- Undertake any other reasonable duties as requested.
- To work all times in accordance with the values, policies and procedures of Leonard Cheshire.

This job description is intended to give you an indication of the main duties involved in the different Support Worker roles within Leonard Cheshire. It is not intended to be an exhaustive list of tasks and duties; these will be determined by the requirements of each service.

Person specification

Essential requirements

- A level of professional development and registration as indicated by purchaser, regulator or LC. This may include Level 2 in Health and Social Care Adults / Children or Young People, or Learning Disability or other similar qualification, dependant on location.
- Where driving is required, a full driving licence.
- To work flexibly within rostered hours and be prepared to participate in an on-call rota if required by the respective service.
- Prior experience of providing personal care would be advantageous.
- If working at a Support-at-Home (SAH) service, to be able to travel to cover work allocated on the rota and to use the service's on-call system in accordance with the service guidance.
- Registration with NISCC is required for this role (Northern Ireland only).
- To have a genuine commitment to the values and ethos of Leonard Cheshire.

Key competencies and skills

- Good interpersonal skills, able to communicate effectively with a wide range of people.
- Able to work on own as well as part of a team.
- Able to establish and maintain professional working relationships.
- Able to work under pressure and apply consistent approaches.
- To work flexibly and creatively with customers and their families.
- To be discreet and able to maintain confidentiality.
- To have good basic levels of reading and writing in English.
- To be able to maintain accurate records.
- Basic IT skills.

Our values at Leonard Cheshire

Positive warm and empathetic, we always look to progress and improve.

Proud strong-willed and spirited, we are firm in our beliefs.

Pioneering confident and imaginative, we are creative change makers.

Leonard Cheshire welcomes applications from all sections of the community. We actively encourage applications from people with a disability, supporting where possible, your requirements for reasonable adjustments.

