



## VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title:	Support Worker
Reports to:	Registered Manager
<b>Job Overview:</b> (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)	<ul style="list-style-type: none"> <li>• To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Registered Manager</li> <li>• To support and enable Service Users to maintain skills and personal interests whilst delivering person-centred care unique to the Service User</li> <li>• To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge</li> </ul>
Location:	The Service User's home.
Working Hours:	5 days over a 7-day period, with varying shift patterns as agreed with the Care Coordinator.

### Responsibilities and Duties of the Job

Role Specific Duties:	<ul style="list-style-type: none"> <li>• Ensure Service Users are at the heart of care delivery and their wishes and preferences enhance their wellbeing</li> <li>• To support Service Users with all aspects of their day to day living, enabling them to enjoy the best possible quality of life</li> <li>• Most of the employee's work will be alone with the Service User in their home</li> <li>• Compassion, good communication skills and a calm and caring manner are essential for this important role</li> <li>• Ensure Care Plans and other information about how to support Service Users are followed</li> <li>• Be responsible for informing the Registered Manager of any changes in the needs of Service Users</li> <li>• Be responsible for promoting and safeguarding the welfare of those individuals they support</li> </ul>
Working with Others:	<ul style="list-style-type: none"> <li>• Develop effective working relationships with other employees</li> <li>• Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for people</li> <li>• If desired by the Service User, maintain and develop relationships with family, friends and other people important in their life</li> </ul>
Leading by Example:	<ul style="list-style-type: none"> <li>• Seek opportunities for personal and professional growth</li> <li>• Be a role model for other Support Workers and be an ambassador for the service</li> <li>• Be professional, polite and reasonable always</li> </ul>
Personal Responsibilities:	<ul style="list-style-type: none"> <li>• Commit to achieving the relevant qualifications commensurate with the role</li> <li>• Attend statutory training and any other training as directed by management</li> <li>• Understand and follow all policies and procedures relevant to the role</li> <li>• Be open to learning opportunities</li> </ul>



## Person Specification

### Specific Requirement for Skills

#### Proficient Written Skills

- Maintain all Care Plans/care records in accordance with Higher Height Care Limited policy

#### Leadership Skills

- Ability to induct and orientate new employees to the job role
- Provide Service Users 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 Service Users' family members as needed

#### 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 Service Users
- Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of Service Users

#### 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
- Previous experience of working in similar environment
- Previous experience of working in similar supervisory
- Experience of working with service users with those that may have additional support needs
- Knowledge of Rota planning, ensuring adequate staff on duty with the correct skill mix and fair allocation of off duty/annual leave

#### Specific Requirements for Previous Experience

- Previous experience of working in domiciliary care
- Previous experience of working in similar role
- Experience of working with service users with those that may have additional support needs



## Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"><li>• Involve Service Users, family, external agencies &amp; colleagues</li><li>• Speak up when things go wrong</li></ul>
Respect and Dignity	<ul style="list-style-type: none"><li>• Understand person-centred care and can demonstrate treating people as individuals and respecting choices</li><li>• Promoting independence and encouraging appropriate risk taking</li></ul>
Everybody Counts	<ul style="list-style-type: none"><li>• Ensuring no one is discriminated against or excluded</li><li>• Understand human rights and impact on care delivery</li><li>• Facilitating people to 'speak up' about concerns and acting upon them</li></ul>
Commitment to Quality of Care	<ul style="list-style-type: none"><li>• Striving for quality in everything we do recognising and understanding what quality in care means for people using the services</li><li>• Being accepting about criticism and focusing on improvement</li><li>• Being open to new opportunities for learning and identifying the limits of skills and knowledge</li></ul>
Compassion	<ul style="list-style-type: none"><li>• Treating people with kindness</li><li>• Understanding the importance of empathy in all areas of employment</li><li>• Understanding the values of others and always providing a caring service</li></ul>
Improving Lives	<ul style="list-style-type: none"><li>• Focus on how things could be done better and sharing ideas</li><li>• Understanding of wellbeing and what is important to people using the service</li><li>• Improving outcomes for people</li><li>• Ensuring appropriate services are provided for people using the services</li></ul>