

**Policy Document No: Per 1.1.1****Support Worker (Adult Services) Job Description****Job Title:** SUPPORT WORKER (ADULT SERVICES)**Service:****Responsible to:** Care Manager/Deputy Care Manager (or Team Manager/Team Leader)**Brief description of job:**

A Support Worker is responsible for supporting people who use our services with their physical and emotional care. This involves working as part of a team to maintain a stable, happy and caring environment that puts the health, safety and welfare of people who use our services first. Basic but vital parts of this include regular and punctual attendance at work, the need to act professionally and to be a good role model. A Support Worker may be required to work in any part of the service.

**Core Expectations:**

- 1 To learn about the individual special needs of people who use our services and help meet those needs in the most appropriate way; to assist in the person centred planning process and promote their choices.
- 2 To encourage people who use our services to do as much for themselves as possible whilst providing support, as needed, within formal/informal learning settings (vocational/leisure/residential/community).
- 3 To make sure healthcare/medical needs are met at all times, including medication administration.
- 4 To build and promote good relationships and communication with people who use our services and staff.
- 5 To work in person centred manner ensuring people who use our services are as independent as possible when promoting personal healthcare and physical, emotional and financial well-being. This may include giving of personal care, such as helping with bathing and using the toilet.
- 6 To do everything possible to maintain a safe, clean and enjoyable environment for the people who use our services to live in.
- 7 To remain vigilant and do everything possible to protect people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- 8 Support and assist people who use our services in maintaining and developing personal relationships with family, friends and others of importance to their lives.
- 9 To attend and take an active part in all scheduled training, to acquire the necessary skills, knowledge and qualifications required to effectively fulfil the role.
- 10 To support people who use our services who may exhibit challenging behaviours, safely and supportively, by using the skills and approved approaches learnt through training; promoting positive behaviour management.

**Policy Document No: Per 1.1.1**

- 11 To keep clear, accurate and appropriate records in line with policies and procedures.
- 12 To attend meetings, check communication books, electronic communications/e-mails, notice boards, diaries and pigeon-holes daily to actively seek relevant communications.
- 13 To know where Hesley Group policies are kept and to be aware of and follow their contents.
- 14 To attend for work reliably and punctually.
- 15 To be, or assist, a 'Keyworker' for an individual person using our services.
- 16 To drive a minibus if required and qualified to do so.
- 17 To work overtime if requested.
- 18 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

**Health & Safety:**

In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services.

This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

**Most demanding aspect of the role:**

Being a Support Worker at Hesley Group is a rewarding job. It can be demanding and may involve working unsociable hours. Some aspects of people who use our services' behaviours can be challenging and it is important to be able to work as a team and deal effectively with the stresses that surround this. A successful Support Worker will empower people who use our services to make choices about their lives and enable them to fulfil their full potential.

**This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. Hesley Group, therefore, expects all staff and volunteers to share this commitment.**

**This post is subject to an enhanced level DBS Disclosure and Barring Check, including a check against the "Barred List" in respect of the Adults Workforce.**

Prepared by Human Resources Dept. .... Date: 26/06/18

Jobholder ..... Signed ..... Date: .....

Manager ..... Signed ..... Date: .....