
Policy Document No: Per 1.1.1

Support Worker (Adult Services) Job Description

Job Title: SUPPORT WORKER (ADULT SERVICES)

Establishment:

Responsible to: Care Supervisor/Deputy Care Supervisor (or Team Manager/Assistant Team Manager)

Brief description of job:

A Support Worker is responsible for supporting residents by providing 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 residents 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 for residents and other staff. A Support Worker may be required to work in any part of the establishment.

Core Expectations:

- 1 To remain vigilant and do everything possible to protect residents 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.
- 2 To attend for work reliably and punctually.
- 3 To know where Hesley Group policies are kept and to be aware of and follow their contents.
- 4 To build and promote good relationships and communication with residents and staff.
- 5 To do everything possible to maintain a safe, clean and enjoyable environment for the residents to live in.
- 6 To learn about residents' individual special needs and help meet those needs in the most appropriate way; to assist in the person centred planning process and promote resident choices.
- 7 To encourage residents to do as much for themselves as possible whilst providing support, as needed, within formal/informal learning settings (vocational/leisure/residential/community).
- 8 To make sure medical needs are met at all times.
- 9 To attend meetings, check communication books, electronic communications/e-mails, notice boards, diaries and pigeon-holes daily to actively seek relevant communications.
- 10 To keep clear, accurate and appropriate records in line with policies and procedures.
- 11 To work in person centred manner ensuring residents are as independent as possible when promoting personal healthcare and physical, emotional and financial well-being.
- 12 Support and assist residents in maintaining and developing personal relationships with family, friends and others of importance to their lives.
- 13 To be, or assist, a 'Keyworker' for an individual resident.
- 14 To support residents who exhibit challenging behaviours, safely and supportively, by using the skills and approved approaches learnt through training; promoting positive behaviour management.
- 15 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.

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- 16 To drive a minibus if required and qualified to do so.
- 17 To work overtime if requested.

Health & Safety:

- 18 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 residents.

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 The Hesley Group is a rewarding job. It can be demanding and may involve working unsociable hours. Some aspects of residents' 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 residents to make choices about their lives and enable them to fulfil their full potential.

Prepared by Human Resources Dept. Date: 24 September 2009
Jobholder Signed Date:
Manager Signed Date: