

Cumbria County Council			
JOB PROFILE			
Post Title:	Support Worker	Department:	Cumbria Care (OA)
Grade:	Scale One - SCP 11	Directly Accountable:	Residential Manager
Date:	April 2010	Responsible to:	Supervisor

Purpose of the job

To contribute effectively to the delivery of the service and to enable service users to maintain the maximum possible level of independence, choice and control within an environment of safeguarding and respect.

Duties and Responsibilities

- Under the direction and with the support of the Supervisor, provide personal care and support to meet the needs of Service Users as agreed and written within their Person Centred Care Plan.
- Provide personal, social and emotional care and support, which includes:
 - Supporting service users with their nutritional needs and diet.
 - Assisting service users with personal hygiene.
 - The application of prescribed treatments and/or medication e.g. ointments and creams with supported supervision.
 - Support the supervisor in the administering of medication to service users in line with Cumbria Care's policy and procedure.
 - Provide opportunities that will enrich the life of each individual by identifying and creating experiences and activities that are both stimulating and fulfilling.
- Contribute to maintaining service users' records and care plans and to participate in service users' reviews, as requested.
- Safeguard the security and welfare of Service Users by reporting and acting accordingly to any mistreatment or suspected mistreatment in line with Safeguarding Policy and the Social Care Council Code of Practice.
- Take an active part in supervision and appraisal reviews to maximise opportunities for continuous personal development.
- Inform the Supervisor, in a timely manner, of any changes in the service users' needs.
- Report to the supervisor, in a timely manner, any faults or defects in equipment/appliances or fabric of the building.

- Adhere to the infection control policy in particular by:
 1. Wearing of protective aprons
 2. Wearing of gloves
 3. Observe laundry procedures
 4. Management and control of continence
 5. Maintain high standards of personal hygiene
- Throughout all work activities, promote and demonstrate best practice in accordance with Cumbria Care Quality Assurance Procedures, to ensure compliance with the requirements of Care Quality Commission (CQC) and other regulatory bodies.
- Be prepared to undertake work at other Cumbria Care establishments within the locality to meet service requirements. *(Each event / situation will be considered by management as to each individual's circumstances)*
- To remain in/at the workplace during paid hours or until authorisation to leave has been granted by the supervisor/manager/Operations Manager on call.
- Attend training and development events as directed by your line manager and in line with Care Quality Commission (CQC) requirements.
- Take an active part in staff teams meetings to share good practice.
- Be alert and attentive throughout the shift in order to respond immediately to the needs of the service user and to give appropriate support to colleagues as required.
- You are responsible for your own Health & Safety and that of other people in the course of your work and you are expected to take any necessary/appropriate action to ensure this. You will co-operate with your employer to ensure that health and safety requirements are fully met.
- To undertake other duties and responsibilities appropriate to the role and as identified by your Line Manager/Supervisor.

Person Specification

Job Title: Support Worker

Responsible to: Supervisor

	ESSENTIAL	DESIRABLE
Qualifications / Training	<ul style="list-style-type: none"> ▪ Be prepared to undertake NVQ level 2 in a care related subject and to attend training as directed by your line manager. 	<ul style="list-style-type: none"> ▪ NVQ Level 2 or equivalent in a care related subject.
Knowledge	<ul style="list-style-type: none"> ▪ Some knowledge of supporting/caring for Older People. 	<ul style="list-style-type: none"> ▪ Relevant care practices – attitudes and values ▪ Mental frailty due to Alzheimer’s disease and other Dementia type illness.
Relevant experience		<ul style="list-style-type: none"> ▪ Experience of working in a formal care or nursing setting. ▪ Voluntary work. ▪ Supported living or Domiciliary care.
Skills and abilities	<ul style="list-style-type: none"> ▪ Verbal and written communication skills. ▪ The ability to identify any changing needs in Service Users ▪ The ability to undertake personal care. ▪ To be polite, helpful and courteous to all service users, colleagues, visitors and attending professionals. ▪ To contribute to effective team working to develop and continually improve service. ▪ To work on own initiative. ▪ To recognise and act appropriately to any forms of mistreatment or suspected mistreatment. 	<ul style="list-style-type: none"> ▪ The ability to listen and support Service Users to express their needs and wants.
Personal Circumstances	<ul style="list-style-type: none"> ▪ Must be 18 years of age or 16 if achieved NVQ 2 in Health & Social Care. (CQC requirement) ▪ To demonstrate a willingness to be flexible to meet the changing needs of Service Users, Customers and the Business unit. 	