

## PJ04 - Job Description – Support Worker

| VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION   |  |
|---|--|
| Job Title:  | Support Worker   |
| Reports to:   | Team Leader and Care Co-ordinator  |
| Job Overview:<br>(Note: In addition to these functions employees are required to carry out such duties as may reasonably be required) | <p>To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Team Leader and Care Co-ordinator</p> <p>To support and enable Clients to maintain skills and personal interests whilst delivering person-centred care unique to each individual</p> <p>To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge</p> |
| Location:   | Headway Shropshire, but you may be required to work from other locations at the discretion of the company and with appropriate notice.   |
| Working Hours:  | 5 days over 7-day period, with varying shift patterns as agreed with the manager.  |

## PJ04 - Job Description – Support Worker

| Responsibilities and Duties of the Job |  |
|--|--|
| Role Specific Duties:                  | <p>Ensure Clients are at the heart of care delivery and their wishes and preferences enhance their wellbeing</p> <p>To contribute to the efficient running of the service</p> <p>Support Clients to maintain their relationships and connections with the local community</p> <p>Ensure Care Plans and other information about how to support Clients are followed</p> <p>Be responsible for informing the Team Leader and Care Co-ordinator of any changes in the needs of Clients</p> <p>Be responsible for promoting and safeguarding the welfare of those individuals they support</p> |
| Working with Others:                   | <p>Develop effective working relationships with other employees within Headway Shropshire</p> <p>Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for Clients</p> <p>If desired by the Client, maintain and develop relationships with family, friends and other people important in their life</p>  |
| Leading by Example:                    | <p>Seek opportunities for personal and professional growth</p> <p>Be a role model for other support workers and be an ambassador for the service</p> <p>Be professional, polite and reasonable at all times</p>  |
| Personal Responsibilities:             | <p>Knowledge of, and work within, the Fundamental Standards</p> <p>Understand the regulatory framework that governs the service, including the role of CQC and their requirements</p> <p>Commit to achieving the relevant qualifications commensurate with the role</p> <p>Attend statutory training and any other training as directed by management</p> <p>Understand and follow all policies and procedures relevant to the role</p> <p>Be open to learning opportunities</p>   |

## PJ04 - Job Description – Support Worker

### Person Specification

| Specific Requirement for Qualifications | Essential     | Desirable     |
|---|---------------|---------------|
| Good English - Written and verbal       | <b>Yes</b> No | Yes <b>No</b> |
| RQF qualifications in Social Care       | Yes <b>No</b> | <b>Yes</b> No |

| Specific Requirement for Skills  | Essential     | Desirable     |
|--|---------------|---------------|
| <b>Proficient Written Skills</b>   |               |               |
| Maintain all Care Plans/care records in accordance with Headway Shropshire policy  | <b>Yes</b> No | Yes <b>No</b> |
| <b>Leadership Skills</b>   |               |               |
| Ability to induct and orientate new employees to the job role and service<br>Provide Clients with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom<br>Communicate any problems, concerns or changes to Clients' family members as needed                      | <b>Yes</b> No | Yes <b>No</b> |
| <b>Communication Skills</b>  |               |               |
| Support Workers must build rapport with Clients by establishing personal connections and showing interest in their lives<br>Support Workers must be able to communicate effectively with Clients<br>Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of Clients | <b>Yes</b> No | Yes <b>No</b> |
| <b>Problem-Solving Skills</b>  |               |               |
| Support Workers need to be able to adapt and address situations quickly<br>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   | <b>Yes</b> No | Yes <b>No</b> |

| Specific Requirement for Previous Experience  | Essential     | Desirable     |
|---|---------------|---------------|
| Previous experience of working in similar environment   | Yes <b>No</b> | <b>Yes</b> No |
| Previous experience of working in similar role  | Yes <b>No</b> | <b>Yes</b> No |
| Experience of working with Clients, in particular, those that may have additional support needs | <b>Yes</b> No | Yes <b>No</b> |

## PJ04 - Job Description – Support Worker

### Value-Based Personal Qualities

| Area                          | Specific Requirement  |
|-------------------------------|---|
| Working Together              | Involve Clients, family, external agencies & colleagues<br>Speak up when things go wrong  |
| Respect and Dignity           | Understand person-centred care and can demonstrate treating people as individuals and respecting choices<br>Promoting independence and encouraging appropriate risk taking  |
| Everybody Counts              | Ensuring no one is discriminated against or excluded<br>Understand human rights and impact on care delivery<br>Facilitating people to 'speak up' about concerns and acting upon them  |
| Commitment to Quality of Care | Striving for quality in everything we do recognising and understanding what quality in care means for people using the services<br>Being accepting about criticism and focusing on improvement<br>Being open to new opportunities for learning and identifying the limits of skills and knowledge |
| Compassion                    | Treating people with kindness<br>Understanding the importance of empathy in all areas of employment<br>Understanding the values of others and always providing a caring service   |
| Improving Lives               | Focus on how things could be done better and sharing ideas<br>Understanding of wellbeing and what is important to people using the service<br>Improving outcomes for people<br>Ensuring appropriate services are provided for people using the services   |