



Individual Care Services Support Workers Job Description

Responsible to:

Homes – Shift Co coordinators /Deputy Manager/Homes Manager/ Residential Services Manager

Community – Group Leader/Care Co-ordinators/ Client Services Director

Responsible For:

Building supportive, friendly and professional relationships with service users helping them to develop as many skills as possible and to achieve their potential for independence.

Main Purpose of the Role:

To ensure that ICS provides and maintains the highest levels of care and service in accordance with the Company's vision, policies and procedures. To work as part of a team providing high quality care and support to service users.

Job Summary

Support Worker Responsibilities

- Assist service users in understanding the importance of personal health & hygiene.
- To ensure the health and safety of the service users is at all times paramount.
- Report immediately to a member of Senior Management any suspicions of any breach of Safe Guarding Protocols, policies or procedures.
- Support service users to maintain personal cleanliness, take regular exercise and have a nutritious and balanced diet
- Enable the service user to make appropriate choices in their day-to-day lives.
- Ensure at all times that Service Users are treated with respect and ensure that their privacy and dignity is maintained.
- Communicate effectively and always in an age appropriate manner.
- Ensure at all times that confidential information is not divulged to third parties.
- Work in line with the company's Adult Protection and Prevention of Abuse Policy and Whistle Blowing Policy to ensure that people are kept safe at all times
- Where appropriate act as service users' "key worker" in co-coordinating their needs and working with them to achieve agreed goals.

- Only if appropriately trained, prompt, administer or assist service users with medication in accordance with Care Plan, detailed instructions and strictly in accordance with Company policies and procedures, checking and recording drugs as well as ensuring their security.
- To maintain and build good professional working relationships with service users' families, other professionals, agencies and members of the community.
- To assist in implementation of the agreed care plan and to contribute in continual updating of same, as appropriate.
- To participate in identifying your own personal training needs through the NVQ assessment process, supervision sessions and performance reviews.

Principle Duties And Accountabilities

- Assist in toileting, washing, feeding and dressing appropriately.
- Participating in household tasks e.g. cooking, cleaning, gardening etc.
- Participate in the preparation and serving of food as part of a nutritional and well-balanced diet whilst adhering to food hygiene standards.
- Accompanying on visits to healthcare professionals when necessary e.g. doctor, dentist.
- Accompany service users on holiday where necessary
- Actively involve themselves in the provision of service users' day care and leisure and encourage and assist service users to use local facilities.
- Recording details accurately in Care Plans, diaries and cash books of activities and events and passing on relevant information verbally to other staff.
- Must facilitate and support any contact the service user has with their family and friends in the way that helps the service user most.

Key Performance Indicators (KPIs)

- Ability to build professional, friendly and supportive relationships.
- Able to communicate effectively, verbally and in writing
- Ability to show tact, patience, sensitivity and courteousness even in stressful situations.
- Participate in "housekeeping activities" such as cooking, cleaning and gardening.
- Willing to learn and use new skills appropriate to the position by attending both formal and "on the job" training sessions.
- Ability to accurately record factual information and carry out duties, following written or verbal instructions/guidelines.
- Prove themselves reliable and to demonstrate the ability to work within a flexible shift system.
- Demonstrate the ability to work unsupervised, willingness and ability to work on own initiative in accordance ICS' policies and procedures.

- Able to demonstrate flexibility in order to meet the changing needs of the service users.
- Able to demonstrate an interest and understanding of the present philosophies of learning disability.
- Ability to work co-operatively as part of a team.
- Willing and able to take direction from senior employees.

The member of staff would be expected to:

- Preserve independence & dignity of Services User's as much as possible.
- Managing any incontinence with both dignity and respect
- Report any changes/issues concerning the Service User or the care being provided to the office team
- Observation of mental alertness and general physical condition
- Reading and abiding by the care plan set out by the assessor in the Service User's guide
- Supporting and understanding each individual Service User's needs
- To report back any areas of risk, not previously identified, to manager
- Read and abide by the care plan implemented by the assessor in the Service User's guide
- To work in accordance with your job description/contract of employment and any policies and guidelines of Individual care Services
- To promote equal opportunities and respect diversity, different culture and values
- To work in accordance with the Health & Safety Act 1974
- To contribute to the overall development of the service and promote a positive image of the service users and Individual Care Services
- To participate in training courses/seminars held internally and by outside agencies
- To prepare, attend and engage in regular supervisions, appraisals and performance review accepting and providing constructive feedback
- To attend and engage in regular team meetings as and when they are organised.

PERSON SPECIFICATION

Essential Skills:

- An understanding of the needs of adults with learning disabilities who are vulnerable within society
- Experience of providing care to people living in the community
- Physically fit and able to undertake safe manual handling practices if needed
- Good verbal and written communication skills
- Good telephone manner and good level of spoken English
- Observant and sensitive to a Client's needs
- Ability to liaise with outside agencies and other professionals
- Ability to work autonomously and productively as part of a team

Desirable Skills:

- Some experience of working with people with a learning disability
- Current and clean driving licence
- Experience of providing care to people living in the community
- NVQ 2 in Care

WORKING CONDITIONS: Working hours will vary depending on the Service User's needs and you will be expected to work flexibly to an agreed working pattern. Terms and conditions of employment are as per your employment contract and staff handbook. Carers are expected to arrive on time for all shifts.

DRESS CODE: A smart casual appearance is required at all times with sensible footwear. Jewellery must be kept to a safe minimum Carers are provided with ID cards which are to be carried with them at all times

Employee Name:

Employee Signature **Date**