

# JOB DESCRIPTION & PERSON SPECIFICATION

## JOB DESCRIPTION

<b>Job Title</b>	Support Worker
<b>Departments</b>	Nursing and Rehabilitation Support

## JOB PURPOSE

To provide an integrated 'person centered' service that reflects the needs of the individual and ensures their dignity, autonomy and choice. We aim to enable people to become more independent within a supportive environment.

To deliver the best specialist care and rehabilitation for our clients and residents.

## ROLE RESPONSIBILITIES

- In conjunction with others create a caring, safe, responsive and welcoming atmosphere, promoting rights, safety and welfare of the people using the service
- To work according to the quality standards set by the Care Quality Commission and the QEF policy framework
- To provide a high standard of personal care and daily living skills in a sensitive and respectful manner, ensuring dignity is always maintained whilst promoting safety and welfare
- To monitor the physical and emotional well-being of the people you support and raise concerns, being the first line of response in the case of an acute medical condition
- Ensure the residents' interests and rights are met and communicated effectively with relevant parties.
- To participate in the Care Planning process and act as keyworker
- Attend and participate in reviews and meetings both on and off site, completing any relevant paperwork
- Maintain accurate, concise, up to date and timely records and reports as required by the service in electronic and hard copy, whilst maintaining confidentiality as appropriate
- Plan, organise and deliver sessions and activities to ensure individuals have a stimulating and fulfilling programme of activities that meets their needs
- To provide and participate in various recreational and social activities with the people you support, both within the home and in the community
- To work within the policies and procedures in relation to moving and handling, medication practices and contribute to support plans and risk assessments
- Complete and pass medication training and consequently apply this knowledge and administer medication when required
- Participate in general household duties and support individuals in the management of their personal spaces and communal areas
- Attend and participate in staff meetings and reviews of the service and contribute as required
- To work as an effective team member within a multidisciplinary team
- Maintain effective and appropriate communications in the service, organisation and to the wider audience using a variety of media

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## BEING PART OF QEF MEANS

- Actively participating in learning, development and feedback opportunities and cycles as required by QEF's policies and procedures.
- Acting in accordance with relevant legislative and regulatory requirements as may apply from time to time.
- Supporting and encouraging the involvement of volunteers.
- Promoting QEF's Equal Opportunities policy and avoiding any behaviour that either directly or indirectly discriminates against others on the grounds of any protected characteristic.
- Taking Health and Safety duties seriously to ensure your safety and that of your colleagues and our residents and clients.
- Being an active team player and attending team meetings and briefings to which you are invited.
- QEF is committed to safeguarding and promoting the welfare of children and adults at risk and expects all staff and volunteers to share this commitment. All staff and volunteers must be responsible and accountable for their safeguarding practice and proactive in identifying and reporting safeguarding concerns.
- Being an ambassador of QEF's Values and Behaviours in your approach to your role and to our staff, clients, and residents.

## VALUES AND BEHAVIOURS



## OTHER DUTIES

- You are expected to perform various tasks as necessitated by your changing role within QEF and the charity's overall business objectives as reasonably requested by your designated manager or the CEO.
- You must read and ensure you understand the current versions of QEF's policies and procedures and undertake to act in accordance with them at all times.
- You may be required to work at other locations in accordance with the responsibilities and duties of your role.
- The above is not an exhaustive list of duties and may be subject to change.

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## PERSON SPECIFICATION

**Job title**                                      **Support Worker**

QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIRABLE
A Level 2 qualification in Health and Social Care or equivalent Levels of numeracy & literacy equivalent to GCSE (A-C) or NVQ Level 2 (or by test), or the willingness to acquire these skills. Experience of working with people with physical and/or learning disabilities	Essential	Desirable  Desirable
Moving and handling, first aid training, or the ability to acquire these skills Full UK driving licence	Essential	
KNOWLEDGE AND SKILLS		
Able to understand the rights and needs of adults with a disability, showing empathy Able to provide person centred care Able to work as part of a team but also can work on own initiative Able to follow written and verbal instructions Able to challenge poor practice and suggest improvements Knowledge of Safeguarding principles Able to communicate effectively with a range of people using a variety of methods Ability to build appropriate relationships with residents, families and relevant others Able to support and participate in recreational activities inside and outside the home	Essential Essential Essential Essential Essential Essential Essential Essential	Desirable
EXPERIENCE		
Experience of using Microsoft Office applications including Word, Excel and Outlook Work or voluntary experience of working with young adults with disabilities Experience of personal care Experience of implementing a recreational or social activity with a group of young people		Desirable Desirable Desirable Desirable
PERSONAL ATTRIBUTES		
Ability to work flexible and unsociable hours Ability to remain calm under pressure Be prepared to attend training and develop own skills and knowledge Promotes the organisation positively and works with the values Ability to develop and maintain positive working relationships Work in line with the QEF values and behaviours Able to demonstrate commitment to QEF's Values & Behaviours There is an amount of manual handling involved therefore a good level of physical fitness required in order to carry out the requirements of the residents.	Essential Essential Essential Essential Essential Essential Essential	