



JOB PROFILE

Post Title:	Domiciliary Support Worker
Portfolio:	Health & Social Care
Responsible to:	Domiciliary Care Manager
Responsible for:	N/A
Grade:	C

Job Purpose

To improve the lives of all within our community and help the island thrive by assisting with the provision of one-to-one support to enable vulnerable adults to remain living independently in their own homes. The individual's vulnerability could be due to mental or physical disability, frailty or illness. Support will include assessment of needs and provision of personal-care tasks, such as bathing, toileting and dressing and domestic tasks such as meal preparation, cleaning and laundry. To provide respite sessions including time in the community and supporting access to day services.

An important part of this role will be developing supportive relationships with those you are supporting in their own homes and in the community so that they can continue to live an independent life whilst being safe.

Main Duties and Responsibilities

1. To provide support with both personal care and domestic tasks to vulnerable adults, in their own homes and in the community. Personal care tasks include but are not limited to bathing, dressing, toileting and medication supervision. Domestic tasks include but are not limited to meal preparation, house cleaning and laundry.
2. To develop supportive relationships with those you are assisting. To engage the individuals in tasks to ensure that their wishes are being considered.
3. To assist individuals to access the community including day care services. To devise a programme of suitable events for the individual's being supported.
4. To comply with all health and safety issues, risk assessments and associated plans and to undertake the updating of associated assessment and case records.
5. To maintain confidentiality at all times.
6. To help clients meet their physical, emotional and psychological care needs, using active assistance when required.
7. To encourage clients to be as independent as possible in all aspects of their daily life.



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8. To encourage social interaction between individuals, promoting relationships and friendships.
9. To work to promote the wellbeing of an individual and reduce care needs.
10. To work closely with the significant others involved in the care of the individual, e.g. Social Care Officer, physiotherapist, occupational therapist, community nursing staff, families etc.
11. Maintain written records and assessments in accordance with Health & Social Care policies.
12. Contribute to the ongoing process of assessing individual needs and thereafter in planning, implementation and reviewing of the care plans as required.
13. To promote and safeguard the rights of the people we support and alert the appropriate person's if they suspect abuse to be taking place.
14. To provide client centred support to people who because of a vulnerability require a high level of support to help them live independently.
15. To support clients into the community and be led by them as much as possible in this.
16. To actively encourage choice and control within the daily life of the people we support.
17. To contribute to dynamic risk assessment and management including monitoring any increased safety risks to clients, colleagues and the community, and to report these to the appropriate person.
18. To actively participate in training provided and highlight any additional training needs.
19. To be responsible for accurate and timely case recordings and assessments.
20. To be responsible for maintaining consistent and professional boundaries in order to support best outcomes for our clients.
21. To be responsible for maintaining the dignity of the clients we work with
22. To be responsible for identifying, and assessing, client's needs and alerting the line manager accordingly. Engage in supervision with line-manager.



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Special Conditions

- Potential exposure to abusive/physically aggressive clients
- Working in people's homes in the community
- Unsocial hours e.g. shift work – week-ends, night duty and public holidays
- Lone working

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: N/A	i
Planning & Delivery of Work: Work is delivered on time, efficiently and to the required standards with clarification sought when necessary and relevant parties kept up to date on progress.	ii
Analysis and use of Information: Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.	ii
Decision Making: Ability to act on own initiative and confident in making decisions within policy guidelines.	ii
Working with Others: Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
Communication: Good oral and written communication and ability to record factual information accurately and present it clearly.	ii
Influencing and Persuading: Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.	iii
Dealing with Change: Flexible, adaptable and receptive to any change initiatives. Will support colleagues in understanding and embracing change by focusing on benefits to self and others.	ii
Continuous Improvement: Willing to learn and develop self and team in job role to work efficiently.	ii
Managing Resources: N/A	i



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Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
GCSE in Maths and English or equivalent at Grade C or above, or willing to work towards	E	√	
Valid Drivers' Licence Class A & C	E	√	
Knowledge & Experience:			
Experience in working with people diagnosed with Mental Illness or those with various disabilities is a preference And/or a commitment to ongoing training to gain experience in working with vulnerable adults, this may include overseas training if deemed necessary.	E	√	√
Good IT skills	E	√	√
Proven competency to handle confidential/sensitive personal information in an appropriate and secure manner	E		√
Knowledge in relevant policies and guidelines	E	√	√
Skills and Abilities:			
Analysis of information (Intermediate)	E		√
Able to produce accurate and clear written communications and excellent oral communication skills	E		√
Ability to prepare concise, relevant and timely report	E		√
Ability to work under pressure and prioritise workloads to meet tight deadlines, with good organisational skills	E		√
Able to maintain confidentiality	E		√
Basic creative skills	E		√
Ability to empathise with clients combined with genuine desire to improve the quality of life for clients	E		√
Patience and ability to remain calm in crisis	E		√
Ability to apply objective judgment	E		√
A strong ability to empathise, engage with and form professional and therapeutic relationships with clients	E		√



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of all ages, circumstances and family background			
Other:			
Highly Self-motivated	E		√
Effective team player	E		√
Responsive to change	E		√
Must be honest and trustworthy	E		√
Willingness to work flexibly to cover all shifts	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Add in here a Professional or Career Progression Cadre competency framework or reference an Appendix A and append details.