



JOB PROFILE

Post Title	Support Worker, Sheltered Services
Directorate	Children and Adult Support Care Directorate
Responsible to	Sheltered Accommodation & Home Care Manager
Responsible for	None
Grade	B

Job Purpose

To provide assistance and direction to persons living within Sheltered Accommodation, to enable them to live relatively independent but, with an oversight of support for their wellbeing.

Key Tasks

1. To assist with day to day needs of the tenants as required, whilst promoting their independence, choice and social well-being.
2. To report accidents/complaints and untoward incidents to the Sheltered Accommodation and Home Care Manager, in a timely manner.
3. Record all incidents tenant or staff and report to the line manager.
4. Champion a 'Zero Tolerance' to abuse and report any such incidence as per SHG Adult Safeguarding Strategy.
5. Undertake basic first aid training and administer First Aid to tenants as directed by a Health professional.
6. Ensure all Health and Safety standards are adhered to and promptly report to the Manager should you notice anything that pose a breach of Health and Safety or a risk to tenants and staff.
7. Assist with maintaining a clean and tidy environment for tenants and visitors.
8. Maintain the required up-to-date documentation on tenant's files in relation to their current health and well-being.
9. Be aware of emergency planning and major incident processes and follow such processes as necessary, in the event of an unexpected incident.
10. Attend staff meetings and participate in identified training as/when required.



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11. Respect and protect tenants' possessions and their property when assisting with routine activities of daily living or domestic chores.
12. Be polite and respectful to tenant's, their family members and visitors.
13. Work within all adopted policies, standards and practices of the Code of Management.
14. Work with the multi-disciplinary team in order to achieve optimal potential and independence for residents.

Key Responsibilities

1. Promote the concept of holistic support and ensure that tenants are encouraged to be as independent as possible.
2. Be aware of wider health promotion initiatives and offer support and relevant information to tenants to allow them to make informed choices in relation to their health and well-being.
3. Communicate with all key stakeholders on a regular basis in a professional and timely, manner. Be aware of and prepared to respond to emergency planning, and major incident processes. In doing so, follow such processes as necessary, in the event of an unexpected incident.
4. To work in accordance with the code of management, and local procedures at times including: professional conduct, ability to make professional judgements and communicate these judgements clearly and accurately, ability to perform duties safely when lone working, work collaboratively with colleagues and uphold the principles of fairness and equality within the workplace at all times.
5. Undertake essential training in accordance with needs and demands of the service including tenants' assessed and changing needs.
6. Report any unsafe or missing resources to your Line Manager.
7. Identify through basic risk assessment/observation potentially hazardous or threatening situations, to ensure safety of staff / tenants / visitors at all times.

Core Competencies

(Please see attached competency booklet)



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Special Conditions

- Unsocial hours e.g. shift work - weekends, night duty and public holidays
- Potential exposure to confused/abusive/aggressive tenants/family members/members of the public
- Be prepared to respond to unexpected changes with tenants' health, financial or social needs. In doing so, provide direct and/or immediate assistance to tenants in a non-judgemental way.

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.



PERSON SPECIFICATION

Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
Qualifications				
Must have completed the NVQ Level 2 Health and Social Care qualification or equivalent, or be willing to undertake and complete this qualification.	E	✓		
Functional Skills Literacy and Numeracy at entry level 1 or be willing to undertake and complete this qualification.	E	✓		
Willing to engage in relevant training to enhance skills and knowledge in caring for individuals who are no longer able to live at home	E	✓		
Basic First Aid qualification or be willing to undertake and complete this qualification.	D	✓		
Skills & Abilities				
Good interpersonal skills with the ability to effectively communicate with tenants/clients and their relatives, members of the public, colleagues and other learners	E		✓	✓
Ability to advocate for tenants/family members	E		✓	✓
Have an awareness of the importance of confidentiality, equality, diversity, and professional boundaries when working with tenants and/or their representatives.	E		✓	✓
Able to produce accurate and clear written communications, good listener and good oral communication skills	E		✓	✓
Ability to empathise with tenants, combined with a genuine desire to improve the quality of life for tenants.	E		✓	✓
Responsive to change	E		✓	✓
Ability to work as part of a team	E		✓	✓



PERSON SPECIFICATION

Analysis of information (basic level)	E		√	√
Patience and ability to remain calm in a crisis	E		√	√
Be competent in assessing and where possible resolve day-to-day matters in order to enhance tenant safety and welfare.	E		√	√
Have basic IT skills including the ability to use 'Word', 'Outlook', and spreadsheets.	E		√	√
Experience				
Previous experience in working with older persons would be an asset but if not, there should be a desire to learn.	D		√	√
Genuine interest in supporting individuals who are no longer able to live at home.	E		√	√
Knowledge of, or willingness to learn constitutional rights awareness and when these should be protected.	D		√	√
Core Competencies				
(See attached competency booklet)				
Job Competencies				
<ul style="list-style-type: none"> • Knowledgeable of the Directorates Policies/Protocols/Procedures/ Guidelines applicable to job role (Acquired) 	E		√	
<ul style="list-style-type: none"> • Must maintain confidentiality at all times 	E		√	
<ul style="list-style-type: none"> • Ability to work with limited supervision 	E		√	
<ul style="list-style-type: none"> • Alert and attentive in order to respond appropriately within knowledge and scope, to any given situation related to the job role 	E		√	
<ul style="list-style-type: none"> • Willing to undertake necessary training 	E		√	



PERSON SPECIFICATION

Personal attributes				
Self-motivated	E		√	
Effective team player	E		√	
Ability to apply objective judgement	E		√	
Responsive to change	E		√	
Creative and innovative in promoting good support options to suit the needs of the tenants/patients	E		√	
Flexible and tactful approach to the demands of the job and needs of the tenants.	E		√	
Capable of dealing effectively with matters of a sensitive nature.	E		√	
Be flexible, reliable and punctual.	E		√	