



## JOB PROFILE

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<b>Post Title:</b>	Support Worker
<b>Portfolio:</b>	Health & Social Care
<b>Responsible to:</b>	Sheltered Housing Manager
<b>Responsible for:</b>	N/A
<b>Grade:</b>	B

### Job Purpose

To improve the lives of all within our community and help the island thrive by being responsible to the Sheltered Housing Manager for the provision of quality health and social care support for tenants requiring additional/on hand support and supervision at the sheltered accommodation sites. Supporting tenants to independently manage their own household and life in a person centred, empowering and positive manner in the safest environment possible.

### Main Duties and Responsibilities

1. Provide practical support to service users and their families, such as helping with household tasks and personal care as required, whilst promoting their independence, choice and social well-being.
2. Provide emotional support to service users and their families.
3. To report and record all accidents, complaints near misses and untoward incidents to the Sheltered Housing Manager, in a timely manner.
4. Support and monitor service users healthcare needs, including administering medication as directed by the doctor or Pharmacist.
5. Help service users to access community facilities and be included in community groups where appropriate.
6. Take responsibility for leading shifts and, duties required pertaining to this e.g. being the key holder, responding to any emergency, liaising with families, Next of Kin, Deputies, or Lasting Powers of Attorney on behalf of the service users, liaising with other appropriate care providers, professionals or agencies as and when necessary.
7. Champion a 'Zero Tolerance' to abuse and report any such incidence as per SHG Adult Safeguarding Strategy.
8. Undertake basic First Aid training and administer First Aid to service users as directed by a Health professional.



## ***JOB PROFILE***

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9. Ensure all Health and Safety standards and Portfolio Policies are adhered to. Promptly report to the Manager should you notice anything that pose a breach of Health and Safety or a risk to service users, visitors and staff.
10. Assist with maintaining a clean and tidy environment for service users and visitors.
11. Maintain the required up-to-date documentation on service user's files in relation to their current health and well-being.
12. Be aware of emergency planning and major incident processes and follow such processes as necessary, in the event of an unexpected incident.
13. Respect and protect service users' possessions and their property when assisting with routine activities of daily living or domestic chores.
14. Be polite and respectful to service users, their family members, visitors and colleagues.
15. Work with the multi-disciplinary team in order to achieve optimal potential and independence for service users.
16. Assist with updating inventories of both the Portfolio's assets and service users' possessions.
17. Promote the concept of holistic, person-centred support and ensure that service users are encouraged to be as independent as possible.
18. Be aware of wider health promotion initiatives and offer support and relevant information to service users to allow them to make informed choices in relation to their health and well-being.
19. 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 agreed processes as necessary, in the event of an unexpected incident.
20. To work in accordance with the code of management, and local procedures including: professional conduct, ability to make professional, timely judgements and communicate these judgements and action plans clearly and accurately to all appropriate stake holders, 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.
21. Undertake essential training in accordance with needs and demands of the service including service users' assessed and changing needs.
22. Identify through basic risk assessment/observation, potentially hazardous or threatening situations, to ensure safety of staff / service users / visitors at all times.



## JOB PROFILE

23. Work on a rota system with colleagues, so that a member of staff is always on-call in case of emergencies.

### Special Conditions

- Unsocial hours e.g. shift work - weekends, night duty and public holidays. Be flexible to work shifts at short notice, to cover in the event of staff sickness or, additional required staff.
- Potential exposure to confused/abusive/aggressive service users/family members/members of the public
- Be prepared to respond to unexpected changes with service users' health, financial or social needs. In doing so, provide direct and/or immediate assistance to service users in a non-judgemental way.
- May be required to do lone working when working between Cape Villa and Deasons Centre.

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
<b>Professional Development:</b> N/A	i
<b>Planning &amp; Delivery of Work:</b> Work is produced on time and to a good quality standard.	i
<b>Analysis and use of Information:</b> Capable of resolving day-to-day problems with own work or refer to manager when necessary. Attentive to detail and capable of interpreting basic written information	i
<b>Decision Making:</b> Ability to act on own initiative and apply sound logic to simple decision making and problem solving.	i
<b>Working with Others:</b> Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.	ii
<b>Communication:</b> Good oral and written communication and ability to record factual information accurately	ii
<b>Influencing and Persuading:</b> Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.	ii
<b>Dealing with Change:</b>	i



## JOB PROFILE

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Flexible and adaptable to change	
<b>Continuous Improvement:</b> Willing to learn and develop self and team in job role to work efficiently.	ii
<b>Managing Resources:</b> Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.	ii



## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
Functional Skills Literacy and Numeracy at entry level 1 or be willing to undertake and complete this qualification if necessary.	E	√	√
Willing to engage in relevant training to enhance skills and knowledge in caring for individuals who are no longer able to independently live at home	E	√	√
NVQ Level 2 Health and Social Care qualification or equivalent, or be willing to undertake and complete this qualification.	E	√	√
Basic First Aid qualification or be willing to undertake and complete this qualification.	E	√	√
<b>Knowledge &amp; Experience:</b>			
Previous experience in working with older persons would be an asset but if not, there should be a desire to learn.	E	√	√
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. Implement this learning when necessary.	D		√
Have basic IT skills including the ability to use 'Word', 'Outlook', and spreadsheets.	E	√	√
Knowledgeable of the Directorates Policies/Protocols/Procedures/ Guidelines applicable to job role (Acquired)	E		√
Alert and attentive in order to respond appropriately within knowledge and scope, to any given situation related to the job role	E		√
<b>Skills and Abilities:</b>			
Good interpersonal skills with the ability to effectively communicate with service users/clients and their relatives, members of the public, colleagues and other learners	E		√
Ability to advocate for service users/family members	E		√
Have an awareness of the importance of confidentiality, equality, diversity, and professional boundaries when working with service users and/or their representatives.	E		√



## PERSON SPECIFICATION

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Able to produce accurate and clear written communications, good listener and good oral communication skills	E		√
Ability to empathise with service users, combined with a genuine desire to improve their quality of life.	E		√
Ability to embrace, implement and promote change in the workplace as necessary	E		√
Ability to work as part of a team	E		√
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 service user safety and welfare.	E		√
Ability to maintain confidentiality at all times	E		√
Ability to work with limited supervision	E		√
<b>Other:</b>			
Self-motivated	E		√
Willingness to work flexibly – some evening work may be required.	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		√



## ***PERSON SPECIFICATION***

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### **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.