

## HARMONI

<b>JOB TITLE</b>	<b>Support Care Worker</b>
<b>LOCATION</b>	Stricklands Care Village
<b>REPORTS TO</b>	Team Leader
<b>RESPONSIBLE FOR</b>	Delivering a high standard of personal care and support to residents.
<b>HOURS OF WORK</b>	Various, Monday – Sunday rota
<b>SALARY</b>	£11.59 - £11.79 (dependent on qualifications achieved at the time of application)
<b>ANNUAL LEAVE</b>	28 days per annum (pro rata for part-time staff)

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HARMONI (formerly NIID) is a well-established organisation which is part of the voluntary sector. We provide direct provision for people with disabilities including both physical and learning disabilities. We provide a range of services to enable people with disabilities to live as independently as possible and to experience choice and inclusion in society.

Our Values: We aim to provide a safe environment which is client focused, open and transparent, promoting team-work and personal development.

- We aim to do this by: Working to an individual plan of care/support that has been agreed with the client;
- Ensuring care/support plans are outcome-focussed, and clients are at the heart of the process;
- Working with clients to promote and increase their independence;
- Treating all clients with dignity and respect;
- Conducting regular audits to ensure Strickland's Bay is a safe and secure environment in which to live;
- Encouraging clients to be involved in the continuous improvement and development of the service;
- Ensuring care/support is provided by trained and competent staff;
- Supporting clients to keep in touch with family and friends, and in the pursuit of hobbies, leisure interests and social activities; at all times taking into account client preferences, wishes, personal circumstances and individual abilities.
- Promoting client's rights to their own ethical and religious needs and beliefs;
- Ensuring a multi-agency approach, to promote best standards.

Our work is based on the following five key themes:

- Continued development of skills and strategies (skills for life/strategies for life)
- Personalised approaches (how we, as staff, respond to and approach the individual who resides with us)
- Shared understanding (of the person's strengths and differences; goal planning; supporting achievement of goals)
- Power with rather than power over (how we involve our service users in decision or choice making processes)
- Recognising that each individual is an independent and valued citizen

### **ROLE EXPECTATIONS**

The undernoted job description encompasses and reflects the role expectations currently identified as requirements of the post. However, as the needs of service user's change over time and legislation and regulatory influences impact on the organisation, the expectations identified within this job description may change in response to these influences. In addition to this HARMONI strives to maintain a high standard of performance from all staff and changes may require to be implemented to reflect best practice. Alterations to the expectations that HARMONI has of staff will be discussed with the staff member and introduced in consultation with the post holder.

It is expected that all staff members demonstrate their commitment to providing an excellent standard of support to the individuals who utilise our services. In addition to this that a positive role model is displayed to both service users and work colleagues.

The individuals who utilise our services are actively encouraged to participate in a wide range of activities and opportunities with the intention of promoting independence, personal choice and social inclusion. It will be a requirement that all staff actively support and encourage service users to utilise all activities and opportunities available to them by participating enthusiastically in the chosen activity or opportunity. These activities include access to recreational resources such as: horse riding, swimming, visits to sports centres, gyms, indoor and outdoor activity centres, horticulture and local community activities such as shopping, walks, cinema, theatre, pubs, clubs and cafes. People we support have access to Day Care opportunities dependent on assessment and need. We also have very good links with the local colleges and access to courses is arranged as required.

As part of this process all staff should work towards meeting and maintaining performance indicators to at least the competent level which is relevant within their role.

All staff must be aware of the need for confidentiality of all aspects of the work that HARMONI undertakes, its service users, supporters and staff. The nature of the work entrusts individuals with confidential information with regard to this. Any breach of confidentiality will be viewed as Gross Misconduct and disciplinary action will be taken.

Each staff member is expected to be flexible in working their rostered hours. Clients are supported 24/7 and there may be the requirement for additional weekend working.

In addition to this each staff member is expected to undertake 'sleep-in' duties or awake night duties as required by the establishment.

## **JOB DESCRIPTION**

### **Responsibilities to the Service User in conjunction with Senior Support Worker/Team Leader and Staff Team**

- Develop and maintain up to date individualised Support Plans which are appropriate to the specific needs of the service user and which encourages development of full potential.
- Continually monitor and evaluate the service user's needs and ensure that these are recorded and communicated effectively and accurately.
- Recognise the aspirations of service users and work towards enabling the service user to achieve their own personal life plan through person centred planning. This will include being actively involved in empowering service users to make individual choices with regard to their activities. In addition, enable the service user to make choices of holidays and the planning of these. It is expected that the staff member will attend and participate in activities and holidays.
- Actively promote the development of each individual using a holistic approach which demonstrates an understanding of their personal, physical, emotional, spiritual and developmental needs.
- Empower each individual service user to be as independent as possible whilst recognising that emotional and practical support may be required to achieve this aim.
- Work toward developing an understanding of Personal Budgets and the appropriate management of income.
- Up to date and accurate records will be kept to reflect the support the service user requires and that these will be communicated to the appropriate individuals to ensure that individual needs are met.
- Support Plans/Risk Assessments and all other documentation are up to date and accurately reflect the individual needs of the service user.
- Manage a supportive partnership with the service user's family/advocate and significant others which promotes excellent communication to meet the needs of the individual.
- Prepare for and attend Multi-Disciplinary Team Meetings i.e. Annual Review Meetings, and Person Centred Planning Meetings. These will be held to meet

the needs of the service user and you will be expected to provide written reports when necessary.

- Actively participate in the planning of appropriate transition plans which meet the individual needs of the service user.

### **Responsibilities to other staff members**

#### **Working and Liaising with Senior Support Worker/Team Leader to ensure that everyone has a supportive and positive work experience**

- Work in a collaborative matter to support other members of the staff team.
- Promote open and effective communication with the Staff Team/Team Leader and Senior Support Worker at all times.
- Respond effectively and appropriately to the needs of colleagues to provide a platform for open discussion with regard to the needs of the service and the Staff Team.
- Support colleagues to ensure a high standard of delivery of the service and recognise the positive achievements of the staff team and where appropriate, specific individuals.
- Ensure that colleagues are fully up to date with regard to needs of service users and provide an integrated approach which is consistent to each individual service user with the effective use of resources.
- Encourage appropriate behaviour and conduct, supported by policies and procedures which promote self-discipline and a responsible attitude to service users.
- Develop awareness of external influences, ie. RQIA.NISCC etc. and how these may affect the delivery of our service.
- Develop the awareness of the legislative and regulatory influences which may affect the delivery of our service.
- Recognise your own responsibility in respect of ongoing learning and development
- In conjunction with the Lead Support Worker and Team Leader, identify any learning needs you may have.
- Monitor effectiveness of your learning and development opportunities and effectiveness of training courses attended.
- Work with the staff team to identify any knowledge, skills or competencies which require improvement.

- Be proactive in your approach to your post and act as a positive role model to service users and work colleagues.
- Liaise effectively with the Team Leader and Senior Support Worker to ensure that the identified needs of service users are met.
- To fully utilise your skills and competencies and proactively seek continued learning and development opportunities.
- Be aware of the expectations that HARMONI has of you in respect of performance and conduct.
- Support your work colleagues to ensure that the staff team reach and maintain the level of competence and performance expected to support service users.

### **Organisational Responsibilities**

#### **Supportive of organisational issues including**

- Regular and effective communication with Senior Support Worker and Team Leader to ensure that all issues are discussed and effective solutions are developed and implemented.
- Effective communication systems are maintained within the staff team to ensure that joint reviews of delivery of service effectively meets the needs of the service user.
- Effective operation of the establishment is maintained in line with delegated authority.
- Liaise with Staff Team both on a formal and informal level in order that accurate and clear information is shared.
- Maintain good relationships with families/advocates/significant other and external bodies to support a positive image of HARMONI and the work we do.
- Ensure the quality of support given to each service user meets their identified needs and that documentation is reviewed, evaluated and updated as appropriate.
- Implement HARMONI's Medication Policy and be directly involved in the receipt, storage, administration of medication and accurate record keeping as required.
- Ensure that Safeguarding of Vulnerable Adults procedures are an integral part of the working practices of the establishment.
- Ensure that the safety of service users and staff is maintained at all times and be able to manage challenging and unpredictable situations which may arise.

- Working with the Staff Team to ensure that all reviews of documentation e.g, Risk Assessments, Support Plans, Review Documentation takes place as required.
- Supportive of need that service user reviews are conducted with external bodies as required, at least annually.
- Ability to undertake the flexible rota systems which can be adopted to meet the needs and requirements of the individuals we support.
- Actively participate in the induction process (Common Induction Standards and specific role induction) in addition to any other learning opportunities available.
- Proactively work towards achieving a high standard of work practices of self and staff team.
- Maintain financial record keeping which meets the needs of individual service users and HARMONI.
- Supportive of need to respect establishment budget and adhere to financial control systems within HARMONI.
- Adherence to quality systems to ensure robust systems are maintained within establishment.
- To have knowledge of the RQIA Domiciliary standards and QAF standards, Mental Capacity Act and other such legislation and regulations.
- Proactively ensure that all identified outcomes are achieved within the Supported Living Service.
- Demonstrate knowledge and ability to interpret and apply policies and procedures.
- Undertakes to accept the responsibility for the establishment when required and as delegated.

**Any other duties which may be required from time to time, which could also involve assisting in the organisation's other establishments.**

- Employees are also required to undertake training as prescribed by the organisation to ensure that they have or develop the skills, knowledge and capability to deal with the challenges of supporting individuals with complex disabilities.
- The successful candidate's employment will be subject to an Enhanced with Barred List ACCESS NI check.
- It is desirable that the successful candidate hold a current driving licence and be eligible to be covered by the organisation's insurance.

## **EMPLOYEE SPECIFICATION – SUPPORT CARE WORKER**

### **Education and Training**

- GCSE Maths and English
- HSC Level 2 – Care(or equivalent),or willing to work towards achieving (D)
- Clear driving licence with at least two years driving experience (D)

### **Work Experience**

- Experience of working for 6 months in a caring role or demonstrate from personal experience this knowledge
- Ability to manage emotionally and physically challenging behaviour
- Ability to identify needs of service users and staff
- Ability to maintain accurate records
- Working as part of an effective team
- Administration and administering of medication
- Experience of working with individuals with an autistic spectrum condition
- Experience of attending and contributing to review meetings

### **Knowledge and awareness of**

- Adult Social Care
- Support Living Service
- Legislation and regulations relating to service
- Autism
- Dementia and Mental Health
- Effective communication systems appropriate to the needs of individuals

### **Skills**

- The ability to ensure the smooth operation of the establishment
- Excellent oral and written communication skills
- Good interpersonal skills
- Ability to support change
- Ability to support staff team
- Ability to maintain accurate records
- Ability to adhere to policies and procedures
- Ability to work and interact with a wide range of professionals
- Ability to respond appropriately to a variety of demands
- Good ICT skills

### **Physical Qualities**

- Ability to work in stressful situations
- Ability to remain alert and respond to unexpected change

### **Personal Qualities**

- Have a flexible, positive and proactive approach
- Self motivated
- Ability to make decisions, encourage, motivate and advocate for others
- Display a tactful and diplomatic approach when dealing with other individuals
- Ability to react with sensitivity and empathy when appropriate
- Commitment to ongoing professional and personal development

SIGNED: \_\_\_\_\_

DATE: \_\_\_\_\_

**NOTE**

**THIS POSITION IS SUBJECT TO AN ENHANCED ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH HARMONI.**