

Human Resource Quality Manual 3	Issue Date: 17 th November 2011
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JOB DESCRIPTION

Title of Post: Support Worker – Living Options	Location: Supported Living Services in Belfast (primary location in West Belfast)
Accountable to: Registered Manager through Practice Leaders	
Purpose of the Job: The Support Worker is part of the team whose function is to meet the practical, physical and emotional needs of individuals in receipt of services within the Cedar Foundation Supported Living Schemes. Through a key worker system, he/she will also have involvement in the designing of individual programmes of support and be responsible for delivering the accommodation support and care packages.	
Salary/Hourly Rate: £7.65 per hour	Hours of Work: 20 – 30 hours per week including weekends
Closing Date: Tuesday 7 th March 2017 at 4.00pm	Length of Contract: Permanent

The service users living within the schemes have physical and sensory disabilities and /or brain injury with associated needs and /or learning disability. The support team is expected to deliver the organisation’s mission of providing quality support, care and accommodation to our service users by upholding the organisation’s values of commitment, excellence, diversity, accountability and respect.

Key Duties & Responsibilities:

Service Users

1. The Support Worker will ensure that all work within the scheme is service user focused and upholds the principles of respect, privacy, dignity, fulfillment, independence and choice.
2. The Support Worker will orientate new service users to the supported living scheme and the local community, including introduction to neighbours as appropriate.
3. The Support Worker will deliver individual programmes of support, for example, social and domestic guidance, personal hygiene and community living skills designed to enhance and maximise the capabilities and independence of the service users.

4. The Support Worker will assist senior staff with assessment of service users' needs.
5. The Support Worker will participate in monitoring and reviewing individual service user's skills and needs.
6. As part of the team, the Support Worker will establish goals with the service users on an individual basis to ensure the effective utilisation of the service user's resources.
7. The Support Worker will participate in supporting the physical and personal needs of service users.
8. When applicable, the Support Worker will ensure that medication is held, stored and administered in accordance with The Cedar Foundation's Medication Policy.
9. The Support Worker will ensure service users' opinions and suggestions are listened to and their personal problems dealt with in a sensitive manner.

Administration

1. The Support Worker will ensure daily records of work carried out are maintained within Service User files and maintain all other records as required.
2. The Support Worker will report any changes in, or concerns about, individual service users to their line manager.
3. The Support Worker will take responsibility for receiving and receipting all service user monies and monitoring petty cash expenditure as applicable.
4. The Support Worker will have an awareness of all Cedar Foundation's Policies and Procedures and will work within these.

5. Accommodation / Health and Safety

1. The Support Worker will be aware of and act in accordance with The Cedar Foundation's Health and Safety Policy.
2. The Support Worker will conduct all activities in a manner which is safe to themselves and others.
3. The Support Worker will report the need for repairs or maintenance in the accommodation to the appropriate agency/individual.
4. The Support Worker will participate in cleaning as required to ensure agreed standards are maintained.
5. The Support Worker will complete night security checks in conjunction with service users and during the span of their working hours.

General

Carry out other duties commensurate with the post.

Night Work

Support staff working on 'night shifts' will be required to participate in:

1. Night security checks
2. Some light cleaning duties
3. Maintenance of records

4. Care calls as identified

Person Specification:

ESSENTIAL CRITERIA – all applicants **MUST** be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

The following are essential criteria which will be measured at short listing stage:

Criteria	Essential	Desirable	Evidenced By:
Education/Training/Qualifications	1. Numeracy & literacy (English language) skills.	1. NVQ level II in Health & Social Care or equivalent 2. Maths and English GCSE at Grade C or above (or equivalent).	Application form
Experience	2 Demonstrable evidence of 6 months experience of providing physical care / support for individuals within the last 2 years.		Application from
Circumstances	3 Available to work shifts as required 4 References		Application from

The following are essential criteria which will be measured at interview stage:

Criteria	Essential	Desirable	Evidenced By:
Experience	Effective verbal and written communication skills. 6 months experience of paid employment in a care and/ or housing support role or ability to demonstrate equivalent	Experience of working as part of a team. Experience of person centred support planning.	Interview

	experience in informal or voluntary support / care work.	Knowledge of 'Supporting People' and RQIA (Regulation & Quality Improvement Authority)	
Specialist Knowledge & Skills	<p>Registered or willing to apply for registration with the N. Ireland Social Care Council. Once offer of employment has been made, applicants must register with NISCC.</p> <p>Willingness to undertake mandatory training.</p> <p>Willingness to partake in personal development.</p> <p>Excellent English language communication skills – both verbal and written.</p> <p>Ability to work as part of a team.</p> <p>Committed to ensuring the provision of high quality person centred services.</p> <p>Ability to prepare and cook basic meals.</p> <p>Awareness of importance of promoting social inclusion for service users</p> <p>Understand the relevance of empowering people and promoting independence</p> <p>Appreciates the importance of respecting others and delivering excellent services</p> <p>Committed to and able to demonstrate how you achieve results</p>	<p>Knowledge of Acquired Brain Injury and rehabilitation and/or</p> <p>Knowledge of learning /physical disabilities and associated mental health issues.</p>	Interview
Other Requirements post job offer	<p>Be flexible to work on a rota basis that includes unsocial hours, weekends</p> <p>Valid work permit</p>		<p>Interview</p> <p>Work Permit</p>

	Access NI check Able to fulfil the Occupational Health requirements for the post		Valid documentation Occupational Health questionnaire
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Benefits

- Starting on 20 days annual leave pro rata plus Cedar recognizes 8 statutory days
- Organisation Pension available on completion of probationary period with Standard Life Group (Cedar contribution 4%, employee 4%)
- Occupational Sick Pay Scheme
- Investor in People Champion with commitment to development of the staff team through training and learning opportunities
- Staff recognition & reward incentives aligned to high standards of performance

This Job Description is a general outline of the post as it is currently perceived by Cedar Foundation. It is not intended to be restrictive or definitive.

Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation's strategic plan.

The responsibilities of the post may change in line with continuous improvements as Cedar aims to meet its vision and best respond to the needs of disabled people accessing our services.

THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER