

Human Resource Quality Manual 3	Issue Date: 17 <sup>th</sup> November 2011
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## JOB DESCRIPTION

<b>Title of Post:</b> Support Worker – Living Options Supported Living Services	<b>Location:</b> Johnston Way - Lisburn
<b>Accountable to:</b> Registered Manager	
<b>Purpose of the Job:</b> The Support Worker is part of the team whose function is to support individuals who have learning disabilities and associated needs and who live at Johnston Way, Supported Living Service. As part of the team, each Support Worker will contribute to the development of an enabling environment in which individuals will have their practical, physical and emotional needs met.  The Support Worker will ensure their own actions and behaviour complies with Cedar's policy and procedures as well as statutory regulations and quality standards.	
<b>Salary/Hourly Rate:</b> £7.65 per hour	<b>Hours of Work:</b> 37 hours per week
<b>Closing Date:</b> Friday 10 <sup>th</sup> March 2017 at 3:30pm	<b>Length of Contract:</b> Permanent

Communication and personal interaction is a key feature of this role and may include the provision of support to people who display behaviours that challenge to communicate their needs and frustrations. The role requires participation in and promotion of a team approach at all times with positive and constructive working relationships for the benefit of the service user.

The complexity of need can present challenging situations, which may increase the physical, sensory and emotional challenges of the role.

### **Key Duties & Responsibilities:**

#### **Service Users**

1. The Support Worker will ensure that all work 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 their home and the local community, including introduction to neighbours as appropriate.
3. The Support Worker will deliver individual programmes of support including 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 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 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 that their personal requirements are dealt with in a sensitive manner.

### **Administration**

1. The Support Worker will complete daily administration including updating person centred support plans, updating charts and completing accurate daily notes.
2. The Support Worker will report any changes in, or concerns about, individual service users to their line manager.
3. The Support Worker will ensure unusual, complex or difficult situations are addressed and reported, referring to a senior colleague as appropriate.
4. The Support Worker will take responsibility for receiving and receipting all service user monies and monitoring petty cash expenditure as applicable in line with Cedar Foundation's Policies and Procedures.
5. The Support Worker will have an awareness of all Cedar Foundation's Policies and Procedures and will work within these.
6. The Support Worker has responsibility for the accuracy, security and confidentiality of service user records.

### **Accommodation / Health and Safety**

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

### **General**

Carry out other duties commensurate with the post.

### **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:
<b>Education/Training/Qualifications</b>	Numeracy & literacy (English language) skills.  Registered or agreeable to applying for registration with the N. Ireland Social Care Council.	NVQ 2 (Health & Social Care) or equivalent.	<b>Application form</b>
<b>Experience</b>	Demonstrable evidence of 6 months experience of providing care / support for individuals within the last 2 years.		<b>Application form</b>
<b>Specialist Knowledge &amp; Skills</b>	Effective verbal and written communication skills.	Knowledge of the needs of the client group	<b>Application form</b>
<b>Other Requirements</b>	Job References		2 satisfactory references

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

Criteria	Essential	Desirable	Evidenced By:
<b>Experience</b>	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 in informal or voluntary support / care work.	Experience of working as part of a team.  Experience of person centred support planning.  Knowledge of RQIA (Regulation & Quality Improvement Authority) & DHSS&PS minimum standards for domiciliary care	Interview

<b>Specialist Knowledge &amp; Skills</b>	<p>Able to undertake all mandatory training including training to manage actual or potential aggression.</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 learning disability and associated mental health issues.</p> <p>Physical intervention training (MAPA or equivalent)</p>	<p>Interview</p>
<b>Other Requirements post job offer</b>	<p>Be flexible to work on a rota basis that includes unsocial hours, weekends.</p> <p>Valid work permit</p> <p>Access NI check</p> <p>Able to fulfil the Occupational Health requirements for the post</p>	<p>Hold a full current driving licence valid for use in the UK and have access to a car on appointment.</p>	<p>Interview</p> <p>Work Permit</p> <p>Valid documentation</p> <p>Occupational Health questionnaire</p>

**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**