

Support Worker – Care at Home



TRAFFORD
COUNCIL

Service: Care at Home (Adults)
Grade: Band 3 points 6-11
Reporting to: Senior Support Worker
Responsible for: No Direct Reports

We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

A day in the life

'A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

Your Main Priorities

Care at Home provides high quality care to support and enable people to live well at home and be part of their community.

We provide short term reablement support to individuals who have experienced illness or injury and require support to continue to live independently and regain confidence. We support with personal care, medication, meal preparation and domestic tasks.

This role is subject to an enhanced DBS check.

Key duties

1. To assist Service Users to carry out a range of personal care and domestic tasks whilst promoting and maximising the independence of the individual at all times. To consistently work to a high standard, ensuring good quality of care and adhering to the guidelines of best practice.
2. To follow direction of the Senior Support Worker, Team Coordinator and Team Manager (Management Team) in order to ensure the efficient and effective running of the service to minimise downtime and maximise contact time.
3. To identify and actively work towards meeting training and development needs in agreement with the Management Team. To attend and actively participate in supervisions, PDRs and skills performance assessments.
4. To adhere to safe working practices at all times, promoting a safe and healthy working environment for all. This includes a responsibility to immediately report any concerns in this area to the Management Team.

5. To focus primarily on the individual needs of and preferences of each Service User; to follow individual service plans and adhere to relevant risk assessments in order to comply with the principles of providing person centred care.
6. To communicate effectively with colleagues and the Management Team both verbally, in meetings and in writing so as to keep colleagues informed, maintain good continuity of care and achieve best possible outcomes for the individual. To support service users to make informed choices and decisions for themselves.
7. To work effectively alongside all colleagues within the department to ensure the effective and efficient delivery of a flexible, high quality, borough-wide service.
8. To assist and support the Team Manager to implement quality assurance systems by checking the Service Users are fully satisfied with the service they receive, feeding back any areas of concern immediately to the Management Team.
9. To make accurate and clear records of information for each Service User about tasks carried out, level of assistance required and progress made.
10. To liaise and communicate effectively with other professionals, Service Users and their families / carers / representatives / advocates as appropriate; so as to ensure a smooth transition through the service and achieve best possible outcomes for the individual.
11. To undertake any other duties that is commensurate with the grade.

All duties must be carried out to comply with:

- All relevant legislation and statutory requirements
- National Minimum Care Standards
- General Social Care Council Codes of Practice
- Good practice guidelines and standards within National Vocational Qualifications.
- Organisational and departmental policies and procedures.

You Have

- Level 2 Qualification in care, or equivalent (e.g. Apprenticeship). If not achieved, must be willing to work towards it.
- Some experience in the area of social care, of working in a caring role (paid or unpaid) or other relevant life experience.
- Knowledge of reablement and the importance of promoting independence.
- Basic knowledge and understanding of what is involved in a caring role
- Ability to effectively implement person centred and outcome focused results within own working practice.
- Good interpersonal skills and sensitive to the needs of others.
- Good understanding of promoting independence and reablement approaches.
- Ability to problem solve and to be creative and innovative in developing effective solutions.
- Ability to communicate clearly, concisely and sensitively with a range of professionals, face to face, in writing, or by telephone.
- Good listening skills.
- Good time keeping skills.
- Ability to work flexibly, alone and as part of a team.
- Ability to record clear and accurate information in writing.

Your strengths

- Customer focused approach to service delivery
- Good written and oral communication skills
- Tact and diplomacy
- Caring and empathetic
- Ability to focus clearly to achieve defined results and outcomes
- Ability to work as part of a team

<p>Special Conditions</p> <p>A policy of no smoking will apply.</p> <p>To work weekends and bank holidays on a rota as directed by the needs of the service.</p> <p>There is no office base for this post and you will be expected to work anywhere within the borough of Trafford. It is expected that you will be flexible and able to relocate as necessary.</p> <p>Applicants should have a full current driving license and access to transport, or if disabled, be otherwise able to fulfil the mobility duties of the post</p>	
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Date prepared/revised: April 2019

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.