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| **Department** | People |
| **Job Title** | Home Support Worker |
| **Grade** | Grade D |
| **Primary Purpose of Job** | To assist in delivering the best quality care and outcomes to individuals over the age of 18 and adults with the aim of continuous improvement and rehabilitation |
| **Reporting To**  | Co-ordinator Home Support Service |
| **Staffing** **Responsibilities** | The deliver of Home SupportTo deliver Home Support in compliance with National Standards to individuals within their own homeTo work with internal/external partners to achieve the best possible outcomes for people |

**Main Duties**

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| 1. Promote choice well-being and the protection of all individuals
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| 1. Delivering support as required by consulting records and care plans to ensure this is in line with the pre-assessed needs of the individual
 |
| 1. Contribute to care planning and reviews
 |
| 1. Contribute to the protection and prevention of harm and abuse, and act upon any risk of danger
 |
| 1. Support individuals to live at home
 |
| 1. Complete personal care, stoma care and catheter care where necessary
 |
| 1. Support individuals to retain, regain and develop the skills to manage their lives and their surroundings
 |
| 1. Support individuals to continue therapies to support their rehabilitation and regain independence
 |
| 1. Move and position individuals in accordance with safe handling procedures
 |
| 1. Administer medication to individuals in accordance with agreed procedures
 |
| 1. Support individuals to prepare for, adapt to and manage their new or changing capabilities
 |
| 1. Encourage people with mental health needs in the development of their coping strategies and to identify with your manager when others service may need to be involved.
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| 1. Develop and sustain effective working relationships with staff in other agencies
 |
| 1. Participate in inter-disciplinary team working to support individuals
 |
| 1. Receive, analyse, process, use and store information
 |
| 1. To assist service users with basic shopping ensuring purchases are made in accordance with the finance policy
 |
| 1. Support individuals to access and use services and facilities
 |
| 1. Support the social, emotional and identity needs of individuals
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| 1. Adhering to the lone worker policy protocol aided by the use of technology
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| **Date Job Description prepared/updated:** | **Updated Dec 2019** |
| **Job Description prepared by:** | **MW/SY** |



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| **Department** | **People**  |
| **Job Title** | **HOME SUPPORT WORKER**  |
| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |
| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
| **1.** | **Skills and Knowledge** |
| 1. | The ability to communicate effectively and professionally with Service Users, Families and other professionals | Application Form / Interview  |
| 2. | Ability to understand and follow the requirements of the individual care plans  | Interview |
| 3 | Be supportive and promote choice and independence of service users | Application Form/Interview |
| 4 | To be able to contribute to the changing needs and preferences of individuals by reporting any changes , risks or concerns to the office | Interview |
| 5 | To be able to recognise, report and act on concerns that may cause danger or harm to the service user.  | Interview |
| 6 | The ability to support individuals to identify their personal, physical and safety needs | Application Form/Interview |
| 7 | To have the ability to encourage individuals tofollow therapy plans, and to observe and report back progress or any necessary adjustments | Interview |
| 8 | Following training, have the ability to safely follow moving and handling plans | Application Form/Interview |
| 9. | Following training have the ability to accurately administer and monitor medication in accordance with agreed policy.  | Application Form/Interview |
| 10. | To be able to work on own initiative and as part of a multi-disciplinary team.  | Application form / Interview |
| 11. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | To work towards attaining the appropriate care qualification/ training courses on appointment | Interview |
| 2. | Experience of caring for an older adult or in a care setting.  | Application form / Interview |
| **3. Work Related Circumstances** |
| 1. | Bolton Council is a Smoke-Free Employer | Interview |
| 2. | The nature and demands of the postholder’s time are not always predictable and there will be an expectation that work will be required outside normal hours from time to time | Interview |
| 3. | This post has been designated an essential car user post. Applicants must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. There must also be adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | Application Form/Interview |
| 4.  | The postholder will work flexibly to meet individual assessed need on a 5 day from 7 day rota basis including evening, weekend and Bank Holiday working. The postholder will be allocated a variety of early, lates and weekend shifts as part of their rota. | Application Form/Interview |
| 5. | This post is subject to an enhanced disclosure from the Disclosure & Barring Service | Application Form/Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |
| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| **2. Experience/Qualifications/Training etc** |
| 1. | NVQ 2 in Care or equivalent  | Application Form /Interview |

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| **Date Person Specification prepared/updated:** | **10th December 2019** |
| **Person Specification prepared by:** | **JU/MW/CW**  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.