**Support Worker - Job Description**

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| **Role:**  | Support Worker |
| **Responsible to:** | AOM/SSW |
| **Place of work:** | Across the services of Bolton Cares  |
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| **Job summary – main purpose of the post:** |
| Working as an individual and within a team you will offer person centred support in a compassionate and respectful way to ensure the people we support and their families are at the heart of everything we do. Guided by the person’s support plan your job is to ensure they are supported to live the life they choose. You will promote citizenship, diversity, community inclusion and equality.Your values, personality and integrity are the key qualities that will guide your practice supplemented with professional training. You will follow best practice and adhere to all Bolton Cares policies and procedures. Managing yourself means being able to organise yourself to perform your own role effectively. |
| **Personal Qualities** ***Why this matters –*** *you will bring your whole self to the job so it is important that you bring the right values; that you are kind, compassionate, understanding and are willing to learn from others and have the courage to speak up if you think something is wrong. You are the person who will have the most day to day contact with the people we support. How you behave is just as important as what you do. Having the right values that promote the welfare and rights of others is essential to the support worker role. Support workers need to blend their personal values with those of the organisation to perform their role effectively, meet their commitments and strive to provide high quality services.* |
| You will:* Have a passion for supporting people and demonstrate a high standard of personal and professional behaviour.
* See the person first, not the disability.
* Have a ‘can do’ attitude.
* Think imaginatively.
* Be confident, willing to express your opinion and show a willingness to raise concerns when others are not following policies, procedures or guidelines, or where you have concerns about their practice. You take appropriate action when ethics or policies are breached by others.
* Be open, honest and trustworthy.
* Have a desire to develop and improve your knowledge and skills.
* Be aware of the need to maintain personal and professional boundaries.
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| **Working with Others*****Why this matters –*** *Working well with others enables staff teams to deliver better results for individuals, by sharing information and learning from the experience of colleagues, families and other professionals.* |
| You will:* Invest time in and actively build and maintain effective and respectful relationships with others for the benefit of service users.
* Adapt your approach according to the individual, situation and context.
* Confidently communicate in an open, accurate and straightforward way.
* Prepare and contribute to supervision and team meetings and accept feedback in a positive way, using it to improve practice.
* Pull your weight in the team.
* Communicate confidently with a range of other professionals including health professionals, GPs, Care Management, voluntary groups and community groups, adapting your style as required, to promote the needs of the people who use our services.
* Ensure accurate records are maintained and share all relevant information to ensure the best outcomes for people.
* Make use of IT systems as necessary.
* Work within professional boundaries maintaining safety and appropriate confidentiality at all times.
* Value input from, and seek the views of others, learning from them where appropriate.
* Respect the views and opinions of others.
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| **Bolton Cares Vision*****Why this matters –*** *This sets out how we will deliver services. Every day you come to work you are responsible for ensuring that your actions match the value base of the organisation and that the care and support you provide is person centred and empowers people to live the life they choose.* |
| You will:* Create a great place to work and act as a role model to your peers, behaving in a manner that reflects the values of the organisation.
* Ensure that people are treated with compassion, kindness and that their dignity is respected.
* Facilitate and encourage people to engage with opportunities in the local community through work, education, and leisure.
* Share best practice with colleagues across the organisation.
* Support the provision of opportunities which promote equality and diversity for people we support, and to be mindful of their cultural needs.
* Be well mannered and polite to everyone.
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| **Managing Services from a Support Worker Perspective*****Why this matters –*** *Care services are highly regulated. It is vital that you understand the impact this has on what you do and how you do things. Bolton Cares’ reputation depends on operating within the law and our policies and procedures at all times.*  |
| You will:* Promote lifestyles that reflect the wishes and choices of the people we support.
* Develop and ensure you understand each person’s needs including any specialist support they require i.e. communication.
* Contribute to the safe and efficient running of premises, having a clear understanding of health and safety and using your knowledge of the person to inform risk assessments and management plans.
* Ensure that care plans are read, understood and kept up to date.
* Understand the role of Care Management and liaise with the team as necessary.
* Participate in 7 day rotas to ensure the service is appropriately staffed according to commissioning requirements.
* Undertake sleep-in duties as required.
* Be accountable for service user finances or purchase cards as relevant to your service area and ensure accurate records are maintained.
* Be flexible and support the AOM to ensure rotas are covered at all times.
* Order, stock take and manage medication.
* Complete all necessary documentation and records.
* Understand the Mental Capacity Act 2005 and Deprivation of Liberty and how this impacts on your role.
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| **Improving Services*****Why this matters –*** *Listening and learning from what people tell us about our services is how we will learn and continually improve what we have on offer. Feedback will come from many sources and it is your job to listen and use this information to inform service improvements.*  |
| You will:* Reflect on personal and team practice and look to improve services to people.
* Talk about what will help you deliver the right services.
* Seek feedback from service users and make changes as necessary.
* Involve service users in the decision making processes within the service.
* Adapt and respond to the changing needs of service users.
* Access learning and development opportunities and proactively maintain your professional knowledge and practice.
* Strive to support individuals to retain, regain and develop the skills needed to increase levels of independence.
* Be able to talk to Care Quality Commission inspectors about your role within the organisation and have knowledge of how services can demonstrate compliance.
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| **Setting Direction*****Why this matters -***  |
| *Organisations change and develop and this impacts on you and the people you support. It is important that you engage with the organisation and tell us what is working and what is not from your perspective.**We also rely on you to talk to service users about how well they see the services running and how happy they are with the support they get and what needs to change to improve services.**We want service users to have a say in how Bolton Cares operates and we want you to advocate on their behalf.**If you have ideas about how to change things for the better we want to hear them.**We want you to be flexible and adaptable willing to change to meet the needs of the people we support.* |
| **Tasks specific to local services***These will be amended to suit different service areas.* |
| You will:* + Promote the health, safety and wellbeing of the people we support whilst respecting personal choice and empowering positive risk taking.
	+ Represent these views internally and externally when required.
	+ Ensure you are fully aware of policies and procedures that impact on your role.
	+ Always strive to do what you said you would do and support people in line with their care and support plan.
	+ Be competent in the use of relevant IT systems and support the implementation of new systems.
	+ Be able to communicate verbally and in writing to ensure information and messages are recorded in a timely manner and shared with relevant staff, carers and the people who use our services.
	+ Positively engage in team meetings, supervisions and training.
	+ Develop and promote positive working relationships with service users, families, community groups and other professionals.
	+ Work flexibly to support service rota changes and the arrangement of appropriate short term cover.
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| **General** |
| You will* Undertake any other duties that your line manager may reasonably request.
* Be capable of moving and handling people, carrying out personal care and supporting people with a variety of leisure pursuits, including swimming and outdoor activities.
* Be able to work a shift pattern and do sleep-ins.
* Be able to drive and have your own vehicle which is insured for work purposes.
* Be willing to accompany service users on a holiday should the occasion arise.
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**Person Specification – For Autism Service**

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| **Minimum Essential Requirements** | **Method of Assessment** |
| **Knowledge and Skills** |  |
| 1 | Able to develop and maintain supportive relationships with service users that promote choice and independence | Scenario question on application/Interview |
| 2 | Able to understand how people with Dementia process the world around them differently than you do.  | Exercise |
| 3 | Uninhibited curiosity about the individuals you work with, supporting a greater understanding of their needs, and how best to assist and empower them | Interview/Exercise |
| 4 | Able to use a computer | Application process |
| 5 | Able to meet the personal care needs of people within an agreed care plan. |  Interview |
| 6 | Supporting family members as defined in their carer’s assessment as appropriate |  |
| 7 | Able to support people with complex needs to maintain community links and friendships.  | Interview |
| 8 | Able to support people to manage their personal affairs i.e. maintaining tenancy, paying bills as defined in their care plan | Exercise |
| 9 | Able to work as part of a team and under own supervision using initiative within set guidelines. | Interview |
| 10 | Committed to equality of opportunity and anti-discriminatory practice that is reflected in professional relationships with service users, colleagues and the general public. | Interview |
| 11 | Able to work as part of a multi disciplinary team and communicate effectively with other professionals |  |
| 12 | Able to identify risk and manage risk to self and others when working with vulnerable adults. | Interview |
| **Experience** |  |
| 13 | Experience in working with older people with dementia | Application |
| 14 | Experience in supporting people at the end of life. | Application / Interview |
| **Qualifications and Training** |  |
| 16 | Willingness to undertake specialist training to work with people with Dementia and complex needs |  |
| 17 | Care Certificate or similar qualification, or willingness to work towards this. | Application |

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| **Note to Applicants: Having the right values attitude and personal qualities to support people is very important to us, please try to show in your application form how best you meet these requirements** |

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| Date prepared / updated: |  |
| Prepared / updated by: |  |