

JOB DESCRIPTION

Job Title:	Support Worker
Reports to:	Service Manager
Accountable to:	Service Manager
Location:	Support Workers are generally based at just one of the houses where support is being provided. Cartref Ni provides support across Conwy Denbighshire and Flintshire. Occasional travel to other locations may be required.
Job Summary:	The post holder is part of a team of staff providing support to people who may have both learning and physical disabilities who live in their own home. The post offers an opportunity for staff to work in a community setting, pursuing the principles of everyday living for vulnerable people.

Duties:

To support vulnerable adults to live a qualitative life in their own home, endorsing a Person Centred Approach, which at all times respects the person being supported.

As directed by the Manager:

- To provide general support to help the person to achieve identified outcomes.
- To maintain, at all times, a relationship with the individual, living in their own homes, which recognises and respects their rights
- To assist with all personal care requirements using hoists and other specialist equipment as appropriate; and, at all times, respecting the person's dignity and privacy.
- To assist individuals to access general public amenities both by vehicle and on foot (to include pushing a wheelchair as necessary and utilising an adapted vehicle)
- To attend, and actively participate in Service Delivery /Care Plan meetings.
- To attend supervision sessions.
- To attend Team Meetings
- To drive the individual's Motability vehicle if required.

As instructed by the Manager and as detailed in the planning process:

- Assist individuals in developing their daily living skills to include home-related activities such as budgeting, cooking, cleaning, changing beds, laundry and shopping.
- Complete all daily living tasks that cannot be completed by individuals due to physical and/or learning disabilities.

In accordance with Cartref Ni's contractual obligations as directed by the Manager:

- Participate in a system of record keeping, including expenditure, and a daily log of activities, which shares information, relevant to the interest of the individual.
- Take advice and instruction from relevant professionals and/or manager to ensure general good health of the individual, including adherence to administration of medication and first aid procedures where necessary.
- Provide personal care if and when required by the individual.
- Participate in relevant training programmes in accordance with Legislative and Company requirements.
- Maintain confidentiality.
- Ensure at all times that the appropriate standards of hygiene, cleanliness, health and safety are adhered to.
- Maintain at all times proper use and care of all furnishings, fabric, and equipment.
- Use Cartref Ni's Operational Management System (Care Control) for recording and monitoring information
- Follow the set procedures, laid out in the Employee Handbook, with regard to any complaint.
- At the Manager's discretion, or where identified in planning meetings, perform any other reasonable duties which may from time to time be required, in the interest of maintaining or enhancing the quality of life of the person being supported.
- To register with and maintain registration with Social Care Wales.

PERSON SPECIFICATION – Support Worker

Skills & Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications			
Basic numeracy and literacy skills	*		Application Form
Level 2 qualification in social care		*	Application Form
Experience /Knowledge			
Experience in supporting people with Learning Disabilities & Challenging Behaviour		*	Application Form
Knowledge of the person centred approach		*	Interview
Skills and Aptitude			
Effective and clear communication skills, both written and verbal	*		Application Form & Interview
Able to work unsupervised making the best use of resources	*		Interview
Good time management	*		Interview
Able and willing to drive (Most individuals we support have mobility vehicles)	*		Application Form & Interview
Personal Qualities			
Ability to work in a team in a supportive and considerate manner	*		Interview
Ability and willingness to listen	*		Interview
Patience	*		Interview
Passion for making a positive difference to the lives of vulnerable people	*		Interview
Ability to be creative and see obstacles as opportunities	*		Interview
Strong values base	*		Interview
Willingness to be flexible	*		Interview
Willingness to take on responsibility	*		Interview
Willingness to undertake all identified training	*		Interview
Calm & Confident in challenging situations	*		Interview
Ability to follow policies and procedures and work consistently	*		Interview
Ability to see beyond challenging behaviour	*		Interview
Physical Requirements			
Able to push a wheelchair and utilise specialist mobility equipment (with training)	*		Interview
Able to undertake a broad range of moderately physical activities	*		Interview
Able and willing to carry out normal household chores including cleaning, making beds, cooking and keeping a tidy garden	*		Interview