

JOB DESCRIPTION

Job Description for	Support Worker
Reporting to	Senior Support Worker
Location	Various
Date	April 2024

General Information

Salutem Healthcare are committed to ensuring that the individuals who use our services receive great enabling support from a team of highly trained and engaged staff in environments that are homely and comfortable. We are innovative, solution focused and committed to doing the best we possibly can. Our services are different, are the best and embodies our core values, which are

- We are **Supportive** by promoting opportunities for everyone so they can reach their full potential
- We are very **Ambitious** to provide the best possible outcomes for the people who use our services
- We are **Loyal** because we put the people that we support and our staff at the centre of everything we do and we deliver on our promises. We also are committed to ensuring that our services are meeting the needs of all stakeholders
- We are **Unique** because we are ambitious and innovative about the diversity of the services that we provide without compromising quality
- We are **Transparent** by being open, honest and fostering a culture of mutual respect. We promote a culture where we learn by our experiences and we are committed to doing things better and setting the highest standards in what we do
- We are **Engaging** because we work in partnership with the people that we support, our staff and all our stakeholders
- We encourage everyone to experience a **Meaningful** life by being aspirational and by offering opportunities

Job Scope

The role of a support worker is a pivotal role. One that is at the forefront of delivering great enabling care and support to vulnerable people. Every day will be different, and there will be challenges but the role will be rewarding.

We want to be the best, and this role is key in achieving this!

Key Responsibilities

Individual Outcome and Well Being

1. Within your defined service, ensure that you follow, deliver and participate in support planning which is
 - a. Detailed and person centered support and enables everyone to become more independent and develop life skills. This must include choice in each area of support.
 - b. Enables a proactive approach to the management of risks and that the individual is encouraged to take risks, which support personal growth in confidence and self esteem
 - c. Encourages the individual to establish and maintain relationships, with friends and families who they chose to have a friendship and relationship with as little or as often as they would like. New friendships should be encouraged and facilitated
 - d. Enables the individual to wake or go to bed when they choose
 - e. Acknowledges and promotes diversity and is free from discrimination
 - f. Is clear about the wishes and desires of the individual and has clear plans for what we are commissioned to deliver
 - g. Meets the legal requirements of the Health and Social Care act, and any mainframe contract held with the commissioning body. It should also demonstrate best practice.
 - h. Supports and enables individuals to have robust health action plans, outcomes and are supported to maintain a healthy lifestyle. This should include supporting the individual with health appointments etc. as required and the ability to benefit from regular exercise
 - i. There are appropriate and meaningful ways to ensure communication is achieved throughout the service, but also within the individual's circle of support. This will include the completion of person-centered daily records and enabling the team to find creative ways of communicating i.e. easy read information
 - j. Where there are complex needs and behaviors that may challenge there is a clear plan which you will follow, based on functional evidence.
 - k. assist in the admission and transition of the people we, ensuring as far as possible that they are made to feel welcome, and to offer practical support during the settling in period.
2. That there is a robust activity plan in place and that you follow for everyone which
 - a. Identifies opportunities for development, training, education, employment, volunteering etc.
 - b. That try's new experiences- and gives people autonomy and control over the things they want to do and try
 - c. That is flexible, and can be changed
3. That has a robust approach to eating and drinking and that encourages the individual to be more independent, develop cooking skills and menu planning or be involved with your support.
4. That the enable the views of the individual are routinely sought through regular engagement with the individual by
 - a. Carrying out regular key-worker meetings
5. That people are supported with their medication through
 - a. Ensuring there is a robust process for the ordering, receipt and storage of medication for your services, and that you administer medication in line with these.
 - b. Being supported and encourage to self-administer medication where viable, using Salutem Policy and Procedures

- c. Ensures the individual is supported to have regular medication reviews with a pharmacist/Nurse as required, through linking with the SSW
6. That the individuals are kept safe, and where possible free from harm. Where harm does occur that this is reported in line with the local safeguarding procedure, and in line with the regulator. This should be done with your team leader and locality manager

Accommodation and Environment

7. Within your service, and through linking with your Senior, Team Leader and Registered Manager ensure that
- a. The individual's is supported to keep their home clean and safe, and that any issues around repairs are reported. This will include you cleaning the property.
 - b. Health and Safety polices, and procedures are followed, which in include Fire Safety
 - c. The post has collective responsibility for Infection Protection and Control and each employee should maintain training and ongoing professional development to meet the needs of the individuals we support and any location specific issues.
 - d. The individuals have unrestricted access to cooking, cleaning and laundry facilities where viable
 - e. We ensure that the people we support receive their mail un-opened and undamaged
8. Ensure documentation for the people we support is stored safely
9. That you are delivering an outstanding level of Care and Support through
- a. Identifying opportunities to be better. To deliver better care and support and to be innovative
 - b. Adhering to the use of Salutem Quality Assurance framework, systems and policies and procedures
 - c. Work in a way that embodies our core values
 - i. Supportive
 - ii. Ambitious
 - iii. Loyal
 - iv. Unique
 - v. Transparent
 - vi. Engaging
 - vii. Meaningful
 - d. That trends, analysis and lessons learnt take place across the service.
10. That where incidents and accident occur in the service, that these are reported and managed in line with our polices and procedure, and you participate in debrief.
11. Ensuring that the policies and procedures devised by the organization are followed and understood by yourself.
12. Effective use of resources, ensuring that best value is achieved.

Other Consideration

This is not an exhaustive list of duties, and not fully encompassing of the role. You may be required to complete other duties, as deemed appropriate by the organization

References

Health and Social Care Act 2004

Knowledge, Skills and Experience

Area	Essential	Desirable	Evidence
Professional Qualifications		Hold or working towards Level 2 Diploma in adult social care or equivalent	Application Form Interview Certificates
Knowledge		Knowledge of legislation pertaining to people with disabilities, care leavers and people living with learning disabilities/mental health issues/physical disabilities	Application Form Interview
Skills			Application Form Interview
Experience		Demonstrable experience working with vulnerable adults in a fieldwork, residential, day care or youth work background. Life and/or work experience of issues faced by vulnerable adults.	Application Interview References
Personal Qualities	Ability to relate well to and liaise with; colleagues, service providers, service users and all relevant professionals. Ability to work in a team setting and reflect on your own practice.		Interview

Other	Flexibility for working within shift work rota system which includes weekends, Bank Holidays and sleep-in duties.	Car driver.	Application Interview
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