

JOB DESCRIPTION

Job Title: Support Worker
Salary Grade: £11.44 per hour to £12.02 per hour, dependant on experience
Responsible to: Senior Support Worker / Head of Care (Registered Manager)
Location: As required
Hours of work: up to 40 (flexible)
Line Management Responsibility for: None

Job Purpose:

1. Using Person Centred Planning to offer support to individuals and small groups based on the identified needs and individual aspirations of service Users
2. To ensure that Service Users make use of opportunities in the community for a meaningful and independent life in order to maximise their full potential
3. To assist in the completion of needs assessments in relation to people wishing to use Expect's Residential /Supported Living/Domiciliary Support services
4. To provide, through personal example motivation to colleagues and Service Users and offer flexible, efficient and high quality support
5. To assist in the efficient and cost effective use of resources, including financial
6. To comply with Expect Ltd policy and procedure, external standards and legislation.
7. To contribute to the Company's monitoring and reporting processes
8. To promote the work of Expect

Main Duties and Responsibilities:

1. To offer assistance to Service Users assessed as requiring support in undertaking their personal care.
2. To offer assistance to Service Users assessed as requiring support in undertaking domestic tasks.
3. To assist in the assessment of needs for identified people living in the community, contributing to the decision as to whether Expect Ltd can meet those identified needs.
4. To assist in providing appropriate information, advice and guidance to Service Users on matters relating to finance, good housekeeping, health, neighbours, safety, security and daily activities

5. To report any financial discrepancies to the Service Manager/Registered Manager or the Finance Manager.
6. To assist in securing services for Service Users ensuring that this is done in a way that respects dignity, privacy and choice.
7. To respond flexibly to emergencies, this may involve arranging appropriate assistance or attending to problems out of hours etc.
8. To strive to ensure that services provided are of a high standard, person focused and appropriate to the assessed need. This will include offering assistance with the taking of appropriate medication.
9. To ensure services provided are consistent with and following Service User Care Plans.
10. To ensure within the specified unit that Expect Ltd quality standards and performance measures are adhered to
11. To Maintain complete, accurate and timely records
12. To cooperate with internal audit of the specified unit
13. To assist in the induction of new staff joining the unit
14. To report any breaches of discipline, performance or conduct by any Expect employee
15. To report any incidences of abuse using the Expect Whistleblowing or Safeguarding Procedures
16. To co-operate with the investigation of disciplinary, capability and safeguarding matters
17. To appraise the Senior Support Worker of matters arising which are particularly sensitive or controversial in nature
18. To co-operate with the Service Manager in the allocation of work within the specified unit.
19. To maintain working practices that are consistent with good health and safety standards.
20. To co-operate with risk assessments and reviews within the specified unit, in conjunction with the Health & Safety Officer.
21. To maintain a cooperative relationship with both commissioners of service and other independent sector providers
22. To co-operate with the investigation of complaints from Service Users and their representatives, commissioners and other stakeholders and to report all issues of a serious nature to the relevant Senior Support Worker or their Line-Manager. All complaints to be logged with the Head of Quality Assurance and Customer Care
23. To participate in regular Team Meetings within the Unit.
24. To comply with all payroll deadlines

General Duties

1. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and, in turn, encourage and support staff in their development and training.
2. To undertake such other duties, training and/or hours of work as may be reasonably required and which are deemed consistent with the general level of responsibility of this position.
3. To undertake health and safety duties commensurate with the post and/or as detailed in Expects Health and Safety Policy.
4. To comply with Expects Policy and Procedures.
5. To undertake any other duties and/or responsibilities in connection with the leadership and management of the Charity as the Chair (or other member of the Board of Directors) may from time to time direct.

Contacts:

In all contacts both internal and external, the post holder will be required to present a professional image of Expect as well as maintaining constructive relationships.

Physical/ Emotional Demands

The very nature of this role means that the post holder will often work under pressure, the role may also involve contact with people who challenge services and therefore exposure to volatile situations. The post holder will be supported via appropriate training and supervision sessions.

Notes:

Expect reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity; dignity and due respect for all employees and service users and is consistent with Expects Equal Opportunities Policy.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

