



JOB DESCRIPTION

- JOB TITLE:** Support Worker
- LOCATION:** Domiciliary Services
- RESPONSIBLE TO:** Team Leader
- FUNCTION:** To assist in the delivery of services to service users, including people who have challenging behaviour, according to the principles of ordinary living.

GENERAL STATEMENT OF RESPONSIBILITIES

To assist in ensuring that service users are valued as full citizens with rights and responsibilities. To acknowledge that service users are entitled to be consulted about their needs and to be involved in plans that are being made to meet those needs, regardless of how severe their disabilities may be.

SERVICE ISSUES

1. Adhere to policies and procedures contained in the Service Procedure Manual
2. Carry out delegated duties to enable the achievement of Service Standards
3. Contribute and be aware of personal responsibilities and accountability for helping to ensure that a safe working environment is maintained in accordance with legislation
4. Ensure that high standards of cleanliness and tidiness are maintained in both service users home and garden

SERVICE DELIVERY TO SERVICE USERS

1. Adhere to all service users specific care plans
2. Assist in use of generic services such as – Transport, cinemas, sport centres, restaurants etc
3. Dispense, store safely, and record the administration of medications directed by senior house staff according to Medication Procedure
4. Assist service users to maintain and develop a high standard of social, self-help, occupational and personal skills
5. Assist service users to maintain and develop to a high standard all aspects of cleaning and laundering skills
6. Assist service users to menu plan, budget, purchase groceries and prepare meals in order to maintain good health
7. Inform senior staff of treatments prescribed by GP when working unsupervised and carry out if delegated
8. To provide and maintain supportive and valuing relationships with service users
9. Drive service users car on their behalf
10. Carry out financial transactions on the service users behalf as directed by senior staff and maintain accurate records according to Finance Procedure
11. Participate in individual planning process, including acting as key worker, as designated by senior staff
12. Assist in the care and custody of the service users money, property and valuables as required
13. Address service users in a courteous manner, appropriate to their age, at all times and in all circumstances
14. Support service users in appearing well groomed and appropriately dressed in all circumstances
15. Support service users and develop into social networks, with family, friends and acquaintances to enable them to become part of their local community
16. Enable service users to have opportunities to exercise choice

COMMUNICATION

1. Will ensure that they report to senior staff the progress of individuals, incidents that have occurred and general observations
2. Complete all necessary records and ensure they are kept up to date
3. Complete and forward reports (e.g. accident and incident.) promptly
4. Attend and participate in meetings as required
5. Communicate openly and honestly on a regular basis with the service manager

PERSONNEL

1. Carry out duties in line with instructions given by senior staff
2. Participate in sleep-in duties as required
3. Accompany service users on holidays as required
4. Participate in own supervision and appraisal process

PROFESSIONAL

1. Maintain confidentiality according to legal requirements
2. Maintain personal profile and make it available
3. Participate in training events when required
4. Keep abreast of services developments in service delivery to people with learning disabilities
5. Report promptly, any concerns, complaints or grievances to an appropriate manager
6. Gain knowledge of ethnic minorities and associated requirements regarding food, dress and religion

This job description is not infinite of duties and is subject to periodic review