

Hollybank Trust Job Description

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| <i>Job Title</i> | Support Worker |
| <i>Reporting To</i> | Senior Support Worker Registered Manager |
| <i>Overall Aim:</i> | To provide day to day holistic support to our adults following the Trust's intrinsic principles and behaviours. To ensure the highest quality of care, support, and community experience to assist our adults who have a range of complex disabilities to maintain a degree of independence and improved quality of life. |

Key Role Responsibilities:

Development of autonomy

To work within key worker groups to establish and maintain relationships with adults which will complement and contribute to their care programmes and create a pleasant, happy and safe living environment.

Ensuring effective communication with all parts of the multi-disciplinary team to ensure continuity and quality of care.

Communication

To communicate and offer choice and independence to the adult throughout all aspects of care whilst fully adhering to the Mental Capacity Act. Use appropriate interactions for both verbal and non-verbal communicating adults, enabling adults to utilise their maximum abilities to make personal choices on their everyday lives.

Nutritional Needs

To support adults to meet dietary requirements by utilising the appropriate feeding method, monitoring and encouraging food and fluid intake, giving the individual choice, independence and monitoring and communicating any concerns.

To prepare food for the adults following basic hygiene guidelines, ensuring adults are involved and given as much independence and choice as possible.

Personal Care

To assist adults with all areas of personal hygiene, including continence management, bathing and dressing whilst following the Care Plan at all times. Ensuring that the highest levels of comfort, privacy and dignity are maintained for the individual.

To maintain a code of cleanliness and sanitation as outlined by the Trust infection control procedures

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| <p>Behaviour Management</p> <p>To manage behaviour whilst adhering to the care plans set out for individuals in line with current legislation.</p> |
| <p>Medication</p> <p>To administer medication and gastro feeds in line with Trust Policies and Procedures.</p> |
| <p>Moving and Handling</p> <p>To implement correct lifting and handling techniques in order to ensure the safety and comfort of adults, whilst ensuring that Trust guidelines are adhered to and correct equipment is used where appropriate.</p> |
| <p>Postural Management</p> <p>To follow physiotherapy postural guidelines in order to prevent deterioration and to maintain each individual's physical condition.</p> |
| <p>Environment and Property</p> <p>To ensure that the physical environment is safe and tidy, so that adults are comfortable and their property is secure in their own homes. Includes ensuring that all bedrooms and communal areas are clean and tidy and any maintenance issues are reported accordingly.</p> |
| <p>Social, Leisure and Community experience</p> <p>To accompany and support adults to access social activities and leisure activities in order to improve social interaction skills and develop links with the community and to ensure individuals get the utmost enjoyment and development from the experience.</p> |
| <p>Documentation</p> <p>To accurately document all necessary tasks on the required documentation (Kardex, Care Plans, MAR Sheets) in a timely manner, including further communications with other members of the team where necessary on essential aspects.</p> <p>To monitor changes within the Care Plans to ensure consistent and high quality of care.</p> <p>To record all incidents electronically in an accurate and timely manner.</p> |
| <p>Safeguarding</p> <p>To adhere to and follow the Trust's Safeguarding procedures in order to protect the safety and privacy of all service users.</p> |
| <p>Confidentiality</p> <p>In line with the Data Protection Act you will see the use and safe sharing of information as part of their responsibility. You will ensure you work in line with our data protection and information governance policies and procedures protecting and respecting the privacy of our children, young people and adults.</p> |

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| <p>Flexibility</p> <p>To carry out such other duties as may reasonably be required from time to time to meet the evolving needs of the organisation.</p> |
| <p>Personal Development</p> <p>To fully participate in all team meetings, personal supervisions and reviews.</p> |
| <p><i>Competency Behaviours & Attitude</i></p> |
| <p>Personal Effectiveness</p> <p>To deliver high-quality services that make a real difference to the service users you work with, and take personal responsibility for the health, safety and wellbeing of others.</p> |
| <p>Working Together</p> <p>To work in a collaborative way, developing and maintaining positive relationships and treating people with empathy and respect.</p> |
| <p>Positive Attitude</p> <p>To support and encourage positive changes and new ideas by working with our service users to meet their needs and by embracing new ways of working to enhance what we do.</p> |
| <p>Developing Self and Others</p> <p>To be effective at developing yourself and others and communicate well.</p> |
| <p>General Attitude</p> <p>To act as a professional and positive ambassador for Hollybank Trust in order to support the Trust's mission and profile.</p> |

Hollybank Trust is committed to developing the skills of its people, in line with its Investor in People status. If you have any query about your own personal development, please speak to your line manager.

HR Office use only

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| Regulated Activity | Yes <input type="checkbox"/> No <input type="checkbox"/> Notes |
| Last updated | 29/01/2020 JB |

Person Specification

| <i>Requirements</i> | <i>Essential or Desirable</i> | <i>How Assessed</i> |
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| <p><i>Qualifications/Education/Training:</i> Care Certificate or equivalent</p> <p>A willingness to undertake NVQ Level 2 or equivalent qualification</p> <p>A willingness to undertake training which is relevant to the role</p> <p>Good level of literacy & numeracy</p> | <p>Desirable</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> | <p>Application Form/Interviews/References</p> |
| <p><i>Experience:</i> Previous experience working in a care environment</p> <p>Caring for service users with a range of disabilities and complex needs</p> <p>Previous experience working with non-verbal communicators</p> <p>An understanding of the importance of recording and documenting information and following set procedures</p> <p><i>Other:</i> An ability to work shifts on a rota basis including weekends</p> <p>A full clean driving licence and willingness to drive Trust vehicles</p> <p>Ability to swim</p> <p>A recognised First Aid Certificate</p> <p>A recognised Basic Food Hygiene Certificate</p> <p>A high level of practical acumen and common sense</p> | <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> | <p>Application Form/Interviews/References</p> |
| <p><i>Work Attributes</i> An interest in working with adults with disabilities</p> <p>A positive attitude towards adults with disabilities</p> <p>Excellent verbal and written communication skills including a fluent grasp of the English language</p> <p>An understanding of moving and handling procedures</p> <p>An understanding of personal care procedures</p> <p>An understanding of how to assist carefully at meal times</p> <p>An understanding of the importance of recording and documenting information</p> | <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> | <p>Interview / Reference</p> |

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| Ability to understand and follow instructions, procedures & policies | Essential | |
| <i>Personal Attributes:</i> | | |
| Strong work ethic | Essential | Interview/References |
| Reliable and committed at all times | Essential | |
| Fully committed to the work of Hollybank Trust | Essential | |
| Able to work under pressure | Essential | |
| Ability to handle loss and bereavement | Essential | |

The Trustees reserve the right to amend this document as necessary, after consultation with the individual concerned, in order to reflect changes in organisational requirements and ensure that the future goals of Hollybank Trust are successfully achieved.