

Title: **Support Worker/Keyworker**

Responsible to: **Chilmington Homes Ltd Management tiers.**

1. To work as part of the Service User's circle of support to enable individuals to develop skills and benefit from a wide range of opportunities to enhance their quality of life, whilst providing appropriate practical and emotional support. To uphold the personalisation agenda in all aspects of work.

MAIN DUTIES AND RESPONSIBILITIES

Service User's Welfare

2. To support Service Users with personal care/high dependency & complex needs by working within a care home or community setting in maximising their potential by being actively involved in all aspects of their lives.
3. Develop and use personal skills to actively enable Service Users to experience quality opportunities throughout their waking day as defined by the Person Centred Plan.
4. To encourage & assist Service users to take an active part in maintaining their home environment and immediate surroundings as appropriate.
5. To ensure that the basic care support needs of Service Users are met, whilst maintaining their dignity, involving them whenever possible.
6. To provide emotional support to Service Users as appropriate, i.e. by acting as their advocate where required and encouraging them to develop their self-confidence through the use of the Person Centred Plan.
7. To ensure that each person's health needs are met as directed by the Service Manager/Support Plan, through:-
 - being observant of changing health needs and reporting to Senior staff/GP's or others as per support plan.
 - to be aware of and adhere to all company policies.
 - when necessary liaising appropriately with medical services. E.g. GP's, Chiropodist.
 - carry out basic first aid (following training).
 - ensure that medication is appropriately checked and administered in line with the support plan where applicable & the company policy & procedures.
8. To help Service Users to choose appropriate holidays and to accompany them where appropriate & the support plan requires it.
9. To act as key worker and work with the circle of support in ensuring and recording their progress where required.
10. To encourage and support Service Users to partake in culturally appropriate activities, events, festivals etc.
11. To participate in the implementation of the individual support/care plans.

Administrative and Team

12. To be a constructive member of the staff team – e.g. to work to the guidance of managers and work co-operatively with other colleagues and to use one's own initiative.
13. To use communication and other administrative systems effectively e.g. communication books and diary etc, through passing on information to ensure smooth and effective handover between shifts/support staff.

Liaison

14. To work closely and in an appropriately professional manner with other professionals within and outside of Chilmington Homes Ltd.
15. To work effectively with family members, friends & volunteers, brokers & others in the circle of support encouraging them and supporting their involvement in the lives of Service Users where this is wished by the Service User.

Staff Development / Training

16. To participate in staff meetings, training courses, supervision sessions, staff appraisals and any other meetings as required.
17. To undertake appropriate training eg QCF/Apprenticeship as identified by the Service Manager and to take an active part in seeking out training opportunities which will enhance the lives of Service Users & benefit the service.
18. To be prepared to invest some personal time into training and personal development.

General

19. To work within the context of all company policies and procedures.
20. To maintain a standard of dress and cleanliness that is appropriate to the role.
21. To work in a way consistent with the principle of 'normalisation' and equal opportunities, giving each Service User practical skills and social status that are valued within their communities, ensuring anti-discriminatory work practices which help Service Users value anti-discriminatory attitudes and behaviour.
22. To be aware of and be sensitive to the impact of class, gender, race, disability and prejudice on attitudes, professional relationships and professional judgement and be willing to intervene.
23. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to the company's confidentiality policy for all staff.
24. To undertake any other duties which are consistent with the post.
25. The job description is subject to periodic review and it is expected that the post holder will contribute to the active development of the roles as the needs of Chilmington Homes Ltd and its client group alter.

Personal Specification – Support Worker / Key Worker

Job Knowledge & Skills	Essential	Desirable
1. To have a minimum of 6 months experience in providing personal care in a caring/support role.		☺
2. An ability to work as a member of a team and an understanding of how to promote teamwork	☺	
3. Understanding of Health and Safety at work		☺
4. Experienced & able to provide care for people who have manual handling needs		☺
5. Good verbal communication skills. Able to effectively convey views and wishes to others and to comprehend what others say	☺	
6. The ability to interpret non-verbal communication and take action accordingly	☺	
7. Able to record factual information systematically and accurately	☺	
Personal Qualities and Attitudes		
1. Have respect for people with learning disabilities and a commitment to the personalisation agenda	☺	
2. Able to work as part of a team promoting good working relationships with a wide variety of people	☺	
3. Ability to work in a flexible manner, responding to changes in service users needs & priorities	☺	
4. Able to manage one's own time in conjunction with others	☺	
5. Recognise limitations in one's own experience / knowledge and seek help as appropriate	☺	
Other		
1. Willingness to do sleep-in duties on a rota basis	☺	
2. Be willing to work in various locations with differing Service Users as required	☺	
3. Willingness to participate in QCF training	☺	