

## PJ04 - Job Description

## Support Worker

### VALUES BASED JOB DESCRIPTION AND PERSON SPECIFICATION

<b>Job Title:</b>	Support Worker
<b>Reports to:</b>	Manager/Senior Support Worker
<b>Job Overview:</b> (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required)	<ul style="list-style-type: none"><li>• To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Manager/Senior Support Worker</li><li>• To support and enable Customers to maintain skills and personal interests whilst delivering person-centred care unique to each individual</li><li>• To maintain skills at a current level, undertake such training and development as required from time-to-time to maintain and progress knowledge</li></ul>
<b>Location:</b>	Mower's Ark CIC, but you may be required to work from other locations at the discretion of the company and with appropriate notice.
<b>Working Hours:</b>	5 days per week, with varying shift patterns as agreed with the manager.

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Responsibilities and Duties of the Job	
Role Specific Duties:	<ul style="list-style-type: none"> <li>Ensure Customers are at the heart of care delivery and their wishes and preferences enhance their wellbeing</li> <li>To contribute to the efficient running of the service</li> <li>Support Customers to maintain their relationships and connections with the local community</li> <li>Ensure Care Plans and other information about how to support Customers are followed</li> <li>Be responsible for informing the Manager/Senior Support Worker of any changes in the needs of Customers</li> <li>Be responsible for promoting and safeguarding the welfare of those individuals they support</li> </ul>
Working with Others:	<ul style="list-style-type: none"> <li>Develop effective working relationships with other employees within Mower's Ark CIC</li> <li>Work in cooperation with members of the multi-disciplinary teams to maximise opportunities for Customers</li> <li>If desired by the Customer, maintain and develop relationships with family, friends and other people important in their life</li> </ul>
Leading by Example:	<ul style="list-style-type: none"> <li>Seek opportunities for personal and professional growth</li> <li>Be a role model for other Support Workers and be an ambassador for the service</li> <li>Be professional, polite and reasonable at all times</li> </ul>
Personal Responsibilities:	<ul style="list-style-type: none"> <li>Knowledge of, and work within, the Fundamental Standards</li> <li>Understand the regulatory framework that governs the service, including the role of CQC and their requirements</li> <li>Commit to achieving the relevant qualifications commensurate with the role</li> <li>Attend statutory training and any other training as directed by management</li> <li>Understand and follow all policies and procedures relevant to the role</li> <li>Be open to learning opportunities</li> </ul>

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### Person Specification

Specific Requirement for Qualifications	Essential	Desirable
Good English - Written and verbal	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
RQF qualifications in Social Care	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Skills	Essential	Desirable
<b>Proficient Written Skills</b> <ul style="list-style-type: none"> <li>Maintain all Care Plans/care records in accordance with Mower's Ark CIC policy</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Leadership Skills</b> <ul style="list-style-type: none"> <li>Ability to induct and orientate new employees to the job role and service</li> <li>Provide Customers with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom</li> <li>Communicate any problems, concerns or changes to Customers' family members as needed</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Communication Skills</b> <ul style="list-style-type: none"> <li>Support Workers must build rapport with Customers by establishing personal connections and showing interest in their lives</li> <li>Support Workers must be able to communicate effectively with Customers</li> <li>Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of Customers</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Problem-Solving Skills</b> <ul style="list-style-type: none"> <li>Support Workers need to be able to adapt and address situations quickly</li> <li>Plan, develop, implement and assess approaches to promote health and well-being, whilst recognising and reporting situations where there might be a need for protection</li> </ul>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working in similar environment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Previous experience of working in similar role	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Experience of working with Customers, in particular, those that may have additional support needs	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Value-Based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> <li>• Involve Customers, family, external agencies &amp; colleagues</li> <li>• Speak up when things go wrong</li> </ul>
Respect and Dignity	<ul style="list-style-type: none"> <li>• Understand person-centred care and can demonstrate treating people as individuals and respecting choices</li> <li>• Promoting independence and encouraging appropriate risk taking</li> </ul>
Everybody Counts	<ul style="list-style-type: none"> <li>• Ensuring no one is discriminated against or excluded</li> <li>• Understand human rights and impact on care delivery</li> <li>• Facilitating people to 'speak up' about concerns and acting upon them</li> </ul>
Commitment to Quality of Care	<ul style="list-style-type: none"> <li>• Striving for quality in everything we do recognising and understanding what quality in care means for people using the services</li> <li>• Being accepting about criticism and focusing on improvement</li> <li>• Being open to new opportunities for learning and identifying the limits of skills and knowledge</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>• Treating people with kindness</li> <li>• Understanding the importance of empathy in all areas of employment</li> <li>• Understanding the values of others and always providing a caring service</li> </ul>
Improving Lives	<ul style="list-style-type: none"> <li>• Focus on how things could be done better and sharing ideas</li> <li>• Understanding of wellbeing and what is important to people using the service</li> <li>• Improving outcomes for people</li> <li>• Ensuring appropriate services are provided for people using the services</li> </ul>