

JOB DESCRIPTION AND PERSON SPECIFICATION



TITLE OF POST:	COMPLEX SUPPORT WORKER		REF:	CSW/JDPS/11/24
SALARY:	UP TO £16 P/H (SUBJECT TO EXPEREINCE)	FT/PT	HOURLY	
ANNUAL LEAVE:	28 DAYS (pro rata)			
RESPONSIBLE TO:	REGISTERED MANAGER			
RESPONSIBLE FOR:	SHIFA HEALTH & SOCIAL CARE			
LOCATION:	TOWER HAMLETS			

COMPANY BACKGROUND

Shifa Health & Social Care aims to provide compassionate care and support for people who cannot wholly look after themselves in line with their care and support needs as defined by and usually assessed by the Local Authority under the Care Act 2014.

Our care and support could involve both regulated activity under the heading of personal care as defined by the Health and Social Care Act 2008 and unregulated activity in the form of day opportunities for people with learning and multiple disabilities.

We are renowned in the care sector for providing quality support workers and care assistants. We are a local provider working in partnership with local authorities and Clinical Commissioning Group (CCG) and private clients. Our range of services are designed to meet the needs of the older adults and children who need to be cared for in their homes and in the community.

We are passionate about improving the lives of people by delivering the highest standard of care that enables people to live independently and promoting independence. Our care is not only designed to meet clients physical challenge, but also their spiritual, emotional, and other needs.

We are setting the new standard in complex care. Our mission is to transform complex care by integrating innovative technology with expert, holistic, personalised care for adults and children within day care and their own homes. Beyond providing exceptional care, we're wholeheartedly committed to helping our care clients live and experience life to the fullest and look forward to a brighter tomorrow.

By building trust and fostering strong relationships with clients and their families, we create a supportive environment that promotes well-being and independence. We create bespoke personal pathways that enrich lives with joyful experiences, providing opportunities to create lasting memories and cultivating a sense of belonging.

We make a positive impact on entire families, nurturing their growth and working towards new achievements, always mindful of unique conditions and abilities. Our dedicated team continuously seeks new ways to improve and adapt our services, making a meaningful difference in the lives we touch.

Release Date:	5/11/24	Ref.:	CSW/JDPS/11/24	Reviewed by:	CEO	Approved by:	BD
Title:	Complex Support Worker Job Description & Person Specification					Next Review:	31/3/26

JOB DESCRIPTION

JOB SUMMARY

- To provide high quality personal, social, and emotional care for challenging behaviour service users within home care & day care setting.
- To care for and beware of the needs of people who attend day centre and help them Achieve a fulfilled, self-determined and dignified life.
- To take part in the care planning process and provide care for individual service users to meet the objectives of agreed personal care plans.
- Provide expert care based on a personalised plan in collaboration with multidisciplinary teams
- Administer medications and treatments as prescribed, ensuring compliance with all healthcare regulations
- Monitor and evaluate individual progress, making necessary adjustments
- Participate in ongoing training and professional development opportunities
- To always work within the philosophy of care, promoting equality of opportunity, choice, privacy, dignity, rights independence, and fulfilment for service users.

Your skills, knowledge and experience:

- Minimum 1 year experience within a care setting
- Demonstratable commitment to providing high quality, safe and effective care
- Have a good understanding of safeguarding
- Excellent communication skills and be able to fit into day care and a family setting
- Have the ability to recognise deterioration in both psychological and physical health
- Compassionate, patient, and dedicated to providing holistic care.
- Help clients remain engaged and enriched – mentally, physically, socially, and emotionally – with required assistance
- Perform assigned duties in an accurate and timely manner, and demonstrate flexibility in meeting the needs of clients
- Safeguard clients by observing their interactions, procedures, and activities
- Be aware of and sensitive to each client's pain, mobility, and fragility, and approach every interaction with compassion
- Adhere to company standards, policies, and procedures, as well as legal rules and regulations

Preferred skills and qualifications

- Experience in caring for people who have learning disabilities, Autism, physical disabilities and mental health.
- Ability to communicate in more than one language.
- Professional certification such as Skills for Care, Care Certificate

Main duties, responsibilities, and accountabilities:

As a Shifa Health & Social Care Complex staff, you'll help clients live the life they choose by providing personal and clinical care. Your role will involve tracheostomy care, ventilation care, oral and tracheal suctioning, PEG feeding, and oxygen therapy. You'll assist the client with their general

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daily tasks, hobbies, social activities, and trips out, while providing high-quality personal and clinical care including day care and home care environment.

Supporting You At Shifa Health & Social Care, our support doesn't stop at training. We're here for you every step of the way, offering access to online and in-person training, as well as the opportunity to complete necessary training.

Before you start, you'll meet your client at day care and their family. Throughout your role, you'll have day-to-day support from a Care Co-ordinator or Manager and you'll also have access to our 'One Plan Carer App' for valuable insights and resources.

We offer flexible working arrangements to suit your needs, whether you're looking for full-time, part-time, day, or night shifts.

Diversity and Inclusion: We are committed to creating an inclusive environment where every employee is valued and respected. We welcome applications from all backgrounds and will provide accommodations for applicants with disabilities throughout the hiring process.

In addition to the duties outlined the post holder **MUST:**

- Have working knowledge and experience of the client group (learning disabilities).
- Have knowledge of working with mixed ability groups.
- Have knowledge of running and participating in sessions such as communication, practical activities, computing etc.
- Be able to support a group of service users out in the community.
- Direct experience of providing personal care, feeding.
- To undertake such other duties and training as may be reasonably required and which are consistent with the general level of responsibility of this job.

Why Join Shifa Health & Social Care?

- Be part of a pioneering team transforming complex care through innovation and expertise
- Make a meaningful impact on the lives of disabled person and their families.
- Enjoy a collaborative and inclusive support network both office and field-based, with your own allocated Care-Coordinator and Manager who provide continuous support including out-of-hours
- On-going development and career advancement opportunities including CPD and revalidation support
- Bespoke, specialist training in line with clients' requirements
- Receive guidance from your Care-Coordinator and Manager
- Streamlined recruitment and onboarding process
- Contributory pension scheme

Shifa Health & Social Care is an equal opportunity employer. We celebrate diversity and are committed to safeguarding, creating an inclusive environment for all employees. All roles are subject to a few checks including an enhanced DBS check.

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Title:	Complex Support Worker Job Description & Person Specification					Next Review:	31/3/26

Notes:

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 the organisation's Equal Opportunities Policy.

This job description is not exhaustive, and

PERSON SPECIFICATION (QUALIFICATIONS & EXPERIENCE)

Person specification – essential criteria

The following personal attributes are considered essential to the post of care worker. The job holder must be:

- One year's work experience in a personal care and working with complex needs as well
- Worked with challenging behaviour service users
- literacy and Numeracy Skills
- IT skills
- Sensitive to the needs of others and to the needs of vulnerable people
- An active team player but also able to work on own initiative.
- A good communicator
- Able to follow care planning requirements and instructions.
- Excellent English and Literacy Skills
- Previous experience working with disabled individuals with complex needs preferred, especially with teenagers or young people.
- Patience, empathy, and a positive attitude towards caregiving.
- Basic understanding of medical conditions and ability to follow care plans and instructions.
- Flexibility to primarily work nights during the week and weekends, day shifts also available, and cover holidays/sickness as required.
- Strong interpersonal skills and ability to build rapport with the teenager and their family.
- Integrity to maintain confidentiality and respect privacy.
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Person specification – desirable criteria

- have previous experience of working in day care settings.
- have their own transport.
- have knowledge of local neighbourhoods.
- Acts as a role model to staff, setting a clear agenda for the service, contributing a sense of common purpose.
- Keeps up to date with developments in social care, education, health, and other relevant legislation; disseminates information to staff and encourages continuing professional and career development in staff.

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment. All staff are expected to respect the requirements under the Data Protection Act 2018 and GDPR

All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work, etc Act 1974.

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PEOPLE AND LEARNING

- Acts as a role model to staff, setting a clear agenda for the service, contributing a sense of common purpose.
- Keeps up to date with developments in social care, education, health, and other relevant legislation; disseminates information to staff and encourages continuing professional and career development in staff.
- Ensures all employees and volunteers undertake relevant/required/regulatory learning and development to meet the needs of their service users and to comply with prevailing policy and procedures

SERVICE QUALITY AND EFFECTIVENESS

- Proactively seeks opportunities to improve the effectiveness and quality of the service delivery to achieve better outcomes for clients.
- Promotes a culture of safe and effective services.
- Promotes a culture of continuous development and learning.

EQUALITY AND DIVERSITY

- Is proactive in promoting equality and diversity matters; monitoring compliance to legislation, policy, and practice in all aspects of the project operations and encourage full engagement on such issues by staff, workers, and volunteers.
- Promote good practice in equality and diversity in all working.

BENEFITS

- Competitive salary, based on experience
- Career progression
- Supportive & nurturing work culture

OTHER

- To undertake such other duties and training as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To work flexible hours when necessary to carry out the job.
- To undertake any other duties and responsibilities as may be required to reflect the evolving nature of the service.

Notes:

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 the organisation's Equal Opportunities Policy.

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JOB DESCRIPTION AND PERSON SPECIFICATION



This job description is not exhaustive, and amendments and additions may be required in the line with future changes in policy.

This Job Description and Person Specification reflect the duties of the post as they exist currently. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

I (name of the post holder) have received this job description and have read and fully understood the duties and responsibilities involved for the post for Shifa Health & Social Care - which I am employed and I agree that I will perform my duties as specified in this job description.

Signature Date

This job description has been agreed for the post of _____ for Shifa Health & Social Care and adopted by the SHSC Management.

Name Date

Signature

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