Job Description for employment as a:

SUPPORT WORKER

with our client:

whose affairs are managed by the Court of Protection and who therefore employs you by a Deputy,

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Whilst every effort has been made to outline the main duties and responsibilities of the post, it should be remembered that a document such as this does not permit every item to be specified in detail, and therefore is not intended to be an exhaustive list. Broad headings therefore may have been used in which case all usual associated routines are naturally included in this job description.

Job holders should not refuse to undertake duties not specified below but should record additional duties they feel need specific recognition, and these will be considered during supervision, and again during the annual appraisal meeting.

Likewise, your employer reserves the right to amend this job description from time to time, according to the needs of our client, and any changes will be confirmed to you in writing.

REPORTING TO: Case Manager

JOB PURPOSE:

To assist in the provision of care and support to our client and the client's family, and to work as part of a team to achieve the required standards in accordance with the practices and procedures in the About Me , Support Workers' Code of Conduct, Risk Assessment and Head First's employment-related policies.

To work alongside our client in a rehabilitative and supportive role.

To encourage our client's participation in activities within the home environment and the community and promote the opportunity for our client to live in the community for as long as possible.

To assist our client to live as independently, comfortably, and securely as possible, while ensuring our client retains dignity, independence, fulfilment and individuality at all times.

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MAIN RESPONSIBILITIES:

Responsibilities will be undertaken by the job holder in accordance with the written guidance in the About Me guide, the Rehabilitation Goal Plan and Risk Assessment and Management Plan, and any other guidance or documentation provided by the Case Manager.

Personal Care:

- To assist with dressing, undressing and selection of appropriate clothing when requested
- To fully assist shaving as required by the client

Other Care:

- To prompt and assist to take medication in accordance with the Medicine Support Plan.
- To deal with requests for general reassurance and care.
- To deal with frustration, irritation, anxiety and agitation.

Domestic & Social Assistance:

- To assist with menu planning.
- To assist/fully assist with shopping.
- To assist/fully assist with meal preparation.
- To assist with providing a balanced and stimulating diet.
- To assist with light domestic duties (including personal laundry, ironing, etc.)
- To assist with pet care, plant care and light gardening.
- To assist with arranging and recording appointments.
- To assist with ensuring all appointments are attended.
- To assist with correspondence, arranging a social diary and receiving visitors
- To fully assist with social outings, hospital visits, etc.
- To fully assist with social activities.

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- To assist the client to explore hobbies and interests and accompany client to these and assist as required

  To fully assist with investigating local resources and identifying appropriate activities for the client to undertake.

- To drive the client, either in your own vehicle, or one provided by the client.

- To exercise maximum integrity in all dealings with the client's financial and personal affairs.

Working Relationships:

- To make and maintain an effective working relationship with the client, the client's family, the client's Deputy, therapists and the Case Manager.

- To work alongside professional therapists, physios, neuropsychologists, occupational and speech therapists, etc, and other medical or clinical professional on the team, or observe sessions, as appropriate to the situation.

- To be aware of the therapists, or other professionals' recommendations and exercises, and incorporate them into the client's daily routine.

- To be a team player and contribute skills, knowledge, interests and opinions to the unity and efficiency of the team to achieve common goals.

Communication:

- To monitor the client and alert the Case Manager, or other appropriate line of communication, as specified, of any changes in the client's condition or circumstances.

- To create and maintain good communication with the client, including when the client has some degree of communication difficulties.

- To maintain good communication links with other carers/support workers on the team, and any family members in the client's home.

- To complete daily written records as instructed.

- To complete daily verbal and/or written handovers to other carers/support workers.

- To attend and participate in all Team Meetings.

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Training & Development:

- To maintain professional knowledge and competence.
- To attend mandatory training days and courses, as and when required.
- To be aware of the problems caused by, and the repercussions of the client's head injury.
- To be familiar with Head First's Support Worker induction pack, About Me, Rehabilitation Goal Plan, Risk Assessment and Management Plan, Medicine Support Plan (where applicable) and Support Workers' Code of Conduct, and any other documentation supplied by the Case Manager.
- To actively participate in 1:1 supervision, and act appropriately on any feedback or recommendations.
- To communicate own training needs and identify areas for improvement.

Health & Safety:

- To aim to ensure a safe as possible living environment for the client, while respecting the client's choices and rights.
- To ensure the client is not put at risk as a result of your own behaviour or actions.
- To use appropriately, and to handle safely, any equipment, protective clothing and cleaning materials.
- To clean and maintain equipment used by the client, e.g. wheelchairs, hearing aids, spectacles, etc.
- To report any unsafe equipment, faulty appliances, damaged furniture, or any potential hazard to the Case Manager, or other appropriate team member immediately.
- To make best use of aids provided following guidance by the Case Manager, therapists, etc.
- To report to the Case Manager, or other appropriate team member immediately, any illness suffered by the client, a colleague or oneself, or any other visitor to the client's property, whether incurred on the client's property, or elsewhere.
- To report to the Case Manager, or other appropriate team member immediately, any accident and/or injury sustained by the client, a colleague or oneself, or any other visitor to the client's property, whether the incident occurred on the client's property, or elsewhere.

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- To be aware of the Emergency Evacuation Procedure, and all other emergency procedures in place at the client's property.

General:

- To avoid abuse of the privileged relationship that exists between the job holder and the client.

- To undertake any other tasks specified by the Case Manager, or other appropriate team member, that is relevant to the role, and to the needs of the client.

- To retain flexibility with regard to working hours in order to be able to respond to the needs of the client and the situation.

- To ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties.

- To notify the Case Manager, or other appropriate team member immediately, of your inability to report for duty, and also your availability to return to work after a period of absence.

- To ensure the security of the client's home at all times.

- To maintain a full driving licence, and appropriate insurance (if applicable).

- To inform the Case Manager immediately of any changes in your licence, or your entitlement to drive, or any matter that may affect yours, or the client's insurance requirements.

- To record hours of work and submit to Head First using the procedures in place at the time.

- To maintain physical fitness, as required, for moving, handling and assisting the client.

- If unsure of appropriate action to take, to contact the Case Manager, or Head First's "out of office hours" on-call service immediately for advice.

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Person Specification For Support Worker working with our client	Essential	Desirable	Not Applicable
EDUCATION AND QUALIFICATIONS			
Good general education		x	
NVQ or other relevant professional qualification in care		x	
Psychology graduate			x
Qualified nurse (SEN, SRN, RGN, etc)			x
Basic First Aid training, basic food hygiene training, Health & Safety and Fire Awareness		x	
Keeps up to date with good practice in the provision of services to vulnerable people	x		
A commitment to own learning and personal development	x		
Benefits from supervisory and monitoring relationships	x		
EXPERIENCE AND KNOWLEDGE			
Experience of working with people in a caring role	x		
Knowledge of brain injury		x	
Experience of working with acquired brain injury		x	
An understanding of the principles of domiciliary care	x		
Understanding of confidentiality	x		
Knowledge of Moving & Handling techniques, and the ability to carry out	x		
Relate to, and understand people who present challenging behaviour	x		
SKILLS AND ABILITIES			
Works on own initiative and prepared to take responsibility	x		
Works co-operatively and effectively as part of a team	x		

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Plans and prioritises effectively	x		
Promotes teamwork	x		
Responds positively to people with disabilities	x		
Develops local networks and knowledge of community resources	x		
Promotes independence	x		
Works to agreed plans	x		
Follows agreed lines of communication and seeks appropriate assistance	x		
Handles difficult situations and responds to emergencies appropriately	x		
Carries out household duties	x		
Assists with budgeting and has basic administrative skills	x		
Computer literate (MS software, internet, email, etc)	x		
Communicates clearly and has a high standard of written and spoken English			
Communicates effectively with families and other agencies and professionals			
PERSONAL ATTRIBUTES			
Available for work with flexible hours – to include *weekends, evenings, nights and bank holidays **delete which does not apply*	x		
Enthusiastic and self-motivated	x		
Positive attitude	x		
Patient, understanding and sensitive to the needs of others	x		
Able to deal with sensitive personal care tasks	x		
OTHER			
Full Driving licence **delete which does not apply* * Manual / Automatic transmission	x		
Car driver with the use of a car for work purposes	x		
Occupational Qualification - Equality Act 2010	x		

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FEMALE ONLY		[redacted]	
Willing to apply for a DBS (Disclosure & Barring Service) Enhanced Disclosure	x	[redacted]	[redacted]
Eligible to work in the UK	x	[redacted]	[redacted]

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