

## Job Description

**Job Title: Support Worker**

**Department: Residential**

### Primary objectives:

To offer emotional, physical and social support to each individual living in the bungalow, to enable each take to as much control as possible over their own life and to achieve their aspirations as valued members of society.

### Main duties:

- 1) To comply with the Skills for Care and Skills for Health, Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
- 2) To uphold Vista's Core Principles, and Charter of Rights for people who live in the Homes.
- 3) To support individuals as needed with their physical and personal care, according to their Support Plan.
- 4) To support individuals with food and drinks according to their support plan.
- 5) To be aware of the communication needs of each individual, as detailed in their Support Plan and to ensure that they are fully met at all times. This will involve ensuring that information is communicated in a way that can be understood by the person, and also assisting each individual to make themselves understood as far as possible.
- 6) To support each individual to make choices in all aspects of their life.

- 7) To support each individual to gain skills and abilities so that they can have control over their own life. This may involve self-help skills, or learning outside the home (e.g. college courses, road safety) or learning a new creative skill, as appropriate.
- 8) To support each person to be able to participate in the decision-making processes of the bungalow.
- 9) To support individuals in the general upkeep of their home and to participate in domestic activities as required.
- 10) To support each individual to become involved in the wider community as citizens in their own right.
- 11) To initiate, organise and support activities that respond to individual preferences, both within the bungalow and in the local community.
- 12) To support individuals to go on trips, outings and holidays, as required.
- 13) To support each individual, as far as possible, to take responsibility for their own medication, and to give assistance where appropriate, following Vista's Policy and Procedures for the administration of medication.
- 14) To comply fully with the Keyworker system, following Vista's guidelines.
- 15) To abide by Health and Safety legislation.
- 16) To take responsibility for promoting high standards of Health and Safety at all times, and promoting a safe living and working environment.
- 17) To understand and implement Fire Regulations and respond to all fire drills or real fire emergencies as instructed. To attend fire instruction and training events as required.

- 18) To undertake the Health and Safety training and induction as required, i.e. moving and handling, Safe Handling of Food, First Aid etc.
- 19) To report any accidents or injuries immediately to the senior staff on duty, and to take immediate action to ensure the safety of individuals.
- 20) To promote a quality service that meets The Care Quality Commissions Essential Standards of Quality and Safety as laid down by the Health and Social Care Act 2008.
- 21) To respect the confidential nature of personal information, and to abide by the Data Protection Act 1998.
- 22) To actively protect and safeguard all adults from abuse, prevent abuse from occurring, and report any suspected incidents of abuse, following Vista's Policy and Procedures and the local Multi-Agency Policy and Procedures for the Safeguarding of Adults from Abuse.
- 23) To implement and abide by the Policies and Procedures of Vista.
- 24) To co-operate fully as a member of the staff team, and to ensure good written and verbal communication at all times.
- 25) To keep up-to-date with the needs of each person by checking the communication book(s) immediately when coming on duty, and ensuring that reports are completed before going off duty.
- 26) To attend and participate in staff meetings. If it is not possible to attend a meeting it is the responsibility of each member of staff to find out what took place and to keep themselves informed.
- 27) To participate in regular individual supervision meetings with the line manager, and a regular annual appraisal of job performance.

- 28) To abide by all written or verbal instructions given by Vista Managers and Directors.
- 29) To participate in training and development as appropriate for the post, and to take responsibility for personal development and learning.
- 30) To demonstrate a commitment to equal opportunities as it applies to individuals who live in the Bungalow, the staff team, and members of the wider community.
- 31) To carry out any other such duties as required that may reasonably fall within the scope of this post.

**Additional responsibilities:**

- 1) To ensure activities comply with current law
- 2) To operate within the law at all times, with particular reference to health and safety; safeguarding; equality and data protection legislation
- 3) To work flexibly, including additional hours from time to time to meet the needs of the job, and some unsocial hours working

Prepared by: JN

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

## Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> <li>▪ Level 2 qualification in Health &amp; Social Care or equivalent or above or willing to work towards a Level 2 diploma in Health &amp; Social Care.</li> </ul>		Application Form/ interview/ certificates
Experience		<ul style="list-style-type: none"> <li>▪ Previous experience of working with people with a sight loss and/or learning disabilities.</li> <li>▪ Previous experience of working with people in a residential or health setting.</li> </ul>	Application form/ interview/ references
Skills & Knowledge	<ul style="list-style-type: none"> <li>▪ Ability to work on own initiative and as a member of a team to support service needs.</li> <li>▪ Ability to work with people to enable them to be in control of their own lives.</li> <li>▪ Display a practice which shows a high regard for people, their property and their rights.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of Key Worker or similar system.</li> </ul>	Application form/ interview

	<ul style="list-style-type: none"> <li>▪ Good verbal and written communication skills in English.</li> <li>▪ Ability to work closely with people and their families.</li> <li>▪ To respect people’s privacy, dignity, choice and confidentiality at all times.</li> <li>▪ Calm manner.</li> <li>▪ Commitment to provide the development and delivery for a high quality residential service.</li> </ul>		
Personal Qualities	<ul style="list-style-type: none"> <li>▪ Excellent communication skills – written and verbal.</li> <li>▪ Show empathy, compassion and be committed.</li> <li>▪ Work on own initiative.</li> <li>▪ Be able to solve problems.</li> <li>▪ Prioritise workload.</li> <li>▪ Ability to be able to support people when out in the community using a range of transport.</li> </ul>		Application form/ interview
Other	<ul style="list-style-type: none"> <li>▪ Commitment to equal opportunities, and Vista’s Statement of Culture, Values and Core Principles.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of public relations or fundraising with the local community.</li> </ul>	Application form/ interview

	<ul style="list-style-type: none"><li>▪ Must be prepared to work unsocial hours.</li><li>▪ Ability to assist with moving and handling of individuals and equipment.</li><li>▪ Willingness to take part in and help organise activities in and outside the home.</li></ul>	<ul style="list-style-type: none"><li>▪ Hold a current driving licence and own transport.</li><li>▪ Knowledge of moving and handling techniques and equipment.</li></ul>	
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