**Job Title:** Support Worker

**Reporting to:** Regional Team Leads / Case Managers

**Responsible for:** N/A

**Location:** The home or community of the people we support

**Travel:** Regular local travel required

**About the role**

Our team of Support Workers perform a vital role in ensuring that the people we support are supported **safely,** in an **effective** and **caring** way that is **responsive** to their own individual needs.

You will be providing flexible support services to either children or adults with a range of physical and/or psychological needs, for example, neurological conditions, brain injury, spinal injury, learning disabilities, autism, physical disabilities and mental health needs.

We are looking for Support Workers who have a caring and person centred approach and great communication skills. You must also have the ability to work autonomously and as part of a team, be reliable and honest, with a respect for privacy and confidentiality.

**Support Duties**

1. Provide safe and person centred support to the people we support as detailed in their individual Care Plan.
2. Follow agreed Care Plans to support individuals in the following areas (if applicable):

* **Personal care**
* **Medication support**
* **Activities of daily living**
* **Moving & Handling**
* **Managing Finances**
* **Nursing Care**
* **Cognitive rehabilitation therapy**
* **Positive Behaviour Support**

1. Have an open-minded approach to the people we support and be flexible, adaptive and considerate of their needs at all times.
2. Work in an anti-discriminatory manner mindful of the lifestyle, values, customs and spiritual beliefs of the individual.
3. Encourage and enable individuals to achieve personal goals such as:

* Increased social, emotional and psychological well-being.
* Increased physical wellbeing.
* Increased ability to maintain their own home.
* Increased levels of acceptable behavior.
* Increased independence.

1. Demonstrate respect for the decisions, likes and dislikes of the people we support.
2. Deliver personal care with dignity and respect to meet the specific requirements of the individual.
3. Ensure Confidentiality at all times, in keeping with the Data Protection Act.
4. Commit to following safeguarding guidelines to protect the adults or children in your care.
5. Ensure the health, well-being and safety of the people you support by following agreed Care Plans and raising any concerns, including accidents and incidents promptly.
6. Collaborate with the Regional Team Leads and Case Managers to regularly review and make recommendations for changes to Care Plans.

**Admin & Communication**

1. Communicate clearly, adapting your approach to individuals and their families/Next of kin.
2. Produce and submit accurate and timely session logs on our online platform.
3. Attend regular team meetings with colleagues.
4. Read and understand company policies, instructions and email communications.
5. Check in/out of sessions using our online platform.
6. Attend regular Supervisions as requested with your line manager.
7. Keep in regular contact with Regional Team Leads / Case Managers and office staff by text and email.
8. Complete appropriate forms as requested:

* Incident and Accident form
* Medical Administration Record (MAR) Charts
* Medication audits
* Finance Records/Audits
* Handover Sheets
* Annual Leave Requests
* Timesheets

**General**

1. Be responsible for your own transport arrangements for accessing your designated place of work, inclusive of necessary insurance, MOT and tax.
2. Act in a professional manner and maintain a professional image at all times, being respectful of the people we support, their families and any associated professionals.
3. Responsible for managing your own diary, checking your rota(s) and ensuring you are available for confirmed support sessions.
4. Undertake any other general duties/training as directed in order to meet the requirements of the role.

**What does a typical support session involve?**

At KEYFORT we believe in providing person centred care and support, all of our support packages are designed for the individual – so no two are alike.

We provide the following types of support:

* **Personal care** including support with tasks such as: bathing and showering, dressing, toileting and continence management.
* **Medication support** including ordering and administration.
* Support with activities of **daily living** such as meal preparation, assisting with feeding, shopping, dealing with correspondence, managing the home, bed making and laundry, attending appointments, accessing the local community.
* **Moving and handling** support including; the use of hoists, slings, stand aids, wheelchairs, assisted transfers and walking.
* Support **managing finances** including: developing and using a budget, supporting with shopping, managing bills.
* **Nursing care** including: tracheostomy care and management, ventilator support, PEG care and management, catheter care and management and bowel therapy.
* **Cognitive rehabilitation therapy** including: support to develop strategies to improve memory, planning, organisation skills, emotional support.
* **Community Access** to promote independence, create opportunities to integrate into the community or to provide respite for families.
* **Positive Behaviour Support** to keep the people we support safe and increase socially accepted behaviours.

Our overall goal is to empower our service users, to increase choice, control and independence and achieve positive outcomes for all service users.

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| **Area** | **Essential** | **Desirable** | **Evidence** |
| **Qualifications and Training** | No minimum criteria. | Health and Social care related qualification or training.  Working towards a qualification in Psychology, Occupational Therapy, Nursing or Physiotherapy.  Level 2 English and Maths qualification (or equivalent). | Document check  Interview |
| **Experience and Knowledge** | Experience is not essential as full training is provided. | Experience working within a community setting.  Personal, voluntary or work related experience of adults with disabilities, complex care needs and/ or communication difficulties.  Knowledge and understanding of the needs of adults with disabilities, complex care needs and/ or communication difficulties. | Document check  Interview |
| **Key Skills** | **English skills** - Communicate effectively by email, text, phone and in person.  **Number skills** – Update basic financial information and medical charts.  **Digital skills** – Ability to write, send and receive email and text messages.  **General skills** - Excellent time-keeping, organisation skills and ability to work under pressure. | Personal, voluntary or work related experience in writing emails, form filling and basic calculations.  Ability toresearch local activities, complete / update digital logs, care systems and apps, complete E-learning.  Personal, voluntary or work related experience of organising own workload. | Interview  Document check  References |
| **KEYFORT Values** | **Individuality –** adopt a person centred approach at all times.  **Positivity –** solve problems & positive outlook, enthusiastic.  **Quality –** maintain professionalism & follow instructions.  **Respect –** Non-judgemental attitude, respect privacy & confidentiality.  **Sustainability –** willingness to train & develop skills  **Team Spirit –** promote team work and celebrate achievement. | Experience of team work, meeting deadlines and following processes. | Document check  Interview  References |
| **Care Standards** | **Safe** – Ensure the health, well-being and safety of Service Users.  **Caring -** Genuine empathy and understanding of others.  **Responsive** – Flexibility to adapt to changing needs or requirements.  **Effective** – Provide regular updates to monitor Service User goals, request feedback. | Experience or training in Health & Safety, Food Hygiene, First Aid, Moving & Handling.  Experience or training in Safeguarding of vulnerable/ at risk adults. | Document check  Interview |
| **Other** | Access to own or local transport for travel to support sessions.  Access to email and mobile phone. | Car owner, UK Driving license, plus Insurance for Business Purposes. | Document check |

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| Employee Signature: | Date: |
| Employee name: | |