



JOB TITLE: Support Worker

ACCOUNTABLE TO: Services Manager / Supervisor

RESPONSIBILITIES:

1. To support a team of Support Staff to ensure the provision of a Care and Support Service that is unique to each service user.
2. To ensure on-going knowledge of the functions and activities of the Support Staff Team.
3. To work with the Support Staff Team to ensure that the Care and Support Service is delivered to a high standard in line with the Organisation's Policies and Procedures and related Codes of Conduct.
4. To support, and take directives from, the Services Manager / Supervisor in relation to the day-to-day management of the Support Staff Team.
5. To conform to all Policies and Procedures laid down by the Organisation in respect of carrying out these Care Duties and in other administrative aspects of the business, as relevant.
6. To assist with the identification of staff training needs, and to participate as directed by the Services Manager / Supervisor in Induction Training and regular In-service Training programmes.
7. To assist with the maintenance of accurate, concise, and timely records of service user care, diary sheets, time sheets and mileage sheets.
8. To participate in Staff, Team and Quality Management Review Meetings as directed by the Services Manager / Supervisor.
9. To report back to the Services Manager / Supervisor on any aspect of service user care which he / she feels warrants investigation or urgent action.
10. To participate in reviews of service users' Positive Behaviour Support Plans/Care Plans as required.
11. To be aware of the tasks and activities which must NOT be undertaken as part of care duties,
12. Providing physical support which may include helping with household tasks and personal care.
13. Providing emotional support for an individual and their families.
14. Supporting and helping with health care needs, including routine checks or administering medication.
15. Encouraging and supporting the development of personal skills through hobbies and interests.
16. Teaching life skills, such as shopping, using public transport and paying for bills.
17. Working with other healthcare professionals to ensure that all care needs meet the highest possible standards.