

## SUPPORT WORKER

### **Main purpose of position**

- To share with other staff in meeting the needs of service users in a way that respects the dignity of the individual and promotes independence. Undertaking delegated responsibilities at the appropriate level.

### **Responsible to:**

- Senior staff, Team Leader, Manager, General Manager and Directors.

### **Liaising with:**

- Service users, Essex Care Consortium staff, managers, relatives and friends of Service Users, outside agencies, professionals and members of the public.

### **Recruitment, employment and training**

- To assist new staff, providing support and guidance as directed by the senior or team leader.
- To complete Essex Care Consortium Ltd induction training within first six weeks of employment.
- To attend, complete and keep up to date any training provided by Essex Care Consortium Ltd.
- To ensure you receive bi monthly supervisions and annual appraisals.
- To ensure you follow Essex Care Consortium Ltd rotas and shift patterns, reporting any short falls in staffing to the Team Leader/Manager/on call Manager.
- To follow the annual leave policy set out in the Essex Care Consortium Ltd handbook.
- To provide sleep in duties as required on rota or at short notice in an emergency.
- To ensure you follow the Essex Care Consortium Ltd annual leave and sickness policies.
- To report to your senior for a back to work interview after any sickness leave taken.
- To be aware of Essex Care Consortium Ltd Policy regarding staff conduct and ensure you follow this.
- To be aware of Essex Care Consortium Ltd grievance and disciplinary procedures.
- To be aware of Essex Care Consortium Ltd complaints procedures and to follow these.

### **Care of service users**

- To assist with admission of Service Users, completing any paperwork as required.
- To welcome new Service Users and their relatives to Essex Care Consortium Ltd.
- To assist the Service Users with all aspects of personal care, ensuring that the core values of care are promoted at all times.
- To ensure the following are maintained to Essex Care Consortium Ltd standards:
  - ✓ bedrooms
  - ✓ clothing/supervision of cases
  - ✓ personal hygiene
  - ✓ living environments
  - ✓ nutrition
  - ✓ monitoring of health.
- To assist service users with dressing, undressing, bathing and toileting. Helping Service Users with mobility problems and other physical disabilities e.g. continence, undertaking with dignity any personal health care.
- To make and change beds and some domestic tasks within the house. To take care of laundry and mend Service Users clothing if necessary.

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- To provide healthy, balanced and nutritional meals sharing in preparation of meals with or for service users.
- To offer Service Users choice of foods provided, taking into consideration likes and dislikes.
- To understand the administration of medication following procedures set out in the staff handbook and endorsed by Boots.
- Monitored System and training, ensuring a witness is always present even for administration of creams.
- To act as Keyworker, keeping the Keyworker Folder up to date and carrying out all responsibilities described in the Keyworker Role.
- To work with service users maintaining and promoting independence by following the core values:
  - ✓ Privacy, dignity, respect, fulfilment, choice, independence, self-esteem, safety.
- To produce care plans in conjunction with service users following guidelines provided by Essex Care Consortium Ltd ensuring that each Care Plan contains an up to date copy of the following:
  - ✓ Looking After Myself Plan, infringement of rights and risk assessments
  - ✓ Getting Out and About Plan, infringement of rights and risk assessments
  - ✓ Understanding Myself Plan, infringement of rights and risk assessments
  - ✓ Care Planning Contract
  - ✓ Care Plan Evaluation.
- To assist the Team Leader in ensuring your care plans are kept up to date and evaluated on a six monthly basis or sooner if necessary.
- To produce a review book in conjunction with the Service User and all those involved, following Essex Care Consortium Ltd guidelines.
- To attend reviews as required and assist the Team Leader/Manager in ensuring your key Service Users have a 12 monthly review.
- To ensure service users wishes and opinions are listened to.
- To ensure a wide range of activities are offered to Service Users with appropriate staffing bearing in mind some risk maybe taken and appropriate assessments made.
- To support Service Users within their day resources following all relevant guidelines.
- To assist in administering weekly allowances ensuring all appropriate Essex Care Consortium Ltd procedures are followed.
- To ensure personal allowance books are filled in and kept up to date at all times.

### Protection of Service Users

- To be aware of and ensure the appropriate use of the following procedures and policies:
  - ✓ all policies and procedures contained in the protection of Service Users section within the Essex Care Consortium Ltd Staff Handbook
  - ✓ Southend Essex and Thurrock Safeguarding Adults Guidelines.
- To report to the Senior or Team Leader anything, however minor, that is a cause for concern regarding the care of a Service User.
- At all times, listen and take notice of what a Service User's saying or communicating.

### Emergency procedures

- To be aware of and understand all the emergency procedures contained in the handbook (e.g. buzzer system, fire alarm system, generators etc.)
- To be able to take charge and give appropriate direction in the event of an emergency or crisis following guidelines and procedures set out by Essex Care Consortium Ltd if necessary.
- To carry an emergency buzzer at all times and know how to activate it.
- To adhere to Essex Care Consortium Ltd policy on intervention management and restraint contained in the staff handbook.

## Communication

- To ensure all staff work within a total communication framework ensuring that all communications with Service Users is of an appropriate and respectful nature e.g. Makaton, visual aids and appropriate body language.
- To attend and complete any training offered which will enhance your communications with Service Users i.e. total communication training/workshops.
- To liaise with each other, Service Users, Managers, relatives and outside agencies in an appropriate and professional way.
- To ensure all required documentation and minutes of meetings you have attended are completed appropriately, kept up to date and passed to the appropriate persons, i.e. Senior or Team Leader.
- To maintain appropriate confidentiality at all times with regard to all aspects of your work at all times following the confidentiality policy as stated in the handbook.
- To attend appointments and meetings as required ensuring all appropriate preparations have been made e.g. reports, review packs, history etc.
- To attend Service User's, staff meetings as requested by Senior, Team Leader or Manager in line with Essex Care Consortium Ltd policy.
- To ensure you answer telephones and welcome visitors in an appropriate and professional manner.
- To complete all daily logs, temperature books, nutrition books and incident books before finishing your shift.

## Finance and resources

- To be given support in identifying and assessing the resources needed and available to carry out successful activities and visits off the premises e.g. special equipment, mobile phone, support network, transport etc.
- To ensure that the resources available within Essex Care Consortium Ltd are managed in an economical and appropriate way e.g. windows shut if heating is on, taps turned off properly, lights off if rooms are empty, TV off when nobody's watching.
- To ensure any Service Users who are working with budgets are fully supported.
- To liaise with the appointee regarding Service User's financial affairs.
- To liaise with Essex Care Consortium Ltd Book Keeper regarding matters concerning salaries, National Insurance etc.
- To be accountable for monies handled on behalf of Service Users or Essex Care Consortium Ltd e.g. retaining receipts.

## Health and safety

- To ensure you adhere to and understand regulations regarding Health and Safety, hygiene and COSHH as written in the staff handbook.
- To ensure you use equipment provided appropriately and adhere to Health and Safety regulations at all times e.g. self assessment of risk taking, not propping doors open, ensuring appropriate signs are in place on wet floors.
- To report any hazards or concerns to your Senior, Team Leader or Health and Safety officer.
- To take charge in the event of an emergency, minimising and assessing all risks and inform appropriate services, Senior on duty, on call Manager etc.
- To be aware of and report any repairs or damage to the Senior, Team Leader, Health and Safety officer using the appropriate method e.g. maintenance reports, verbally.
- To ensure you follow the Essex Care Consortium Ltd drivers and vehicles policy at all times.

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- To ensure Service Users are not left unsupervised by staff whilst internal maintenance or external contractors are working within Essex Care Consortium Ltd.

### **Regulatory checks**

- To be aware of and ensure all the appropriate policies, procedures and legislation are followed regarding checks. Records are maintained up dated and completed e.g. water temps, fire alarms system, emergency lights, fridge temps, following instructions from your Senior or Team Leader.
- To ensure you understand and complete the necessary fire drills with service users as set down in the Essex Care Consortium Ltd Staff Handbook as directed by your Senior or Team Leader.
- To be aware that all equipment is annually PAT tested with updated sticker or report to your Senior/Team Leader any discrepancies.

### **Quality assurance**

- To be aware of the Quality Assurance systems in place at Essex Care Consortium Ltd and assist the Team Leader/Manager in maintaining the standards e.g. Investors in People ISO 19001/2008.
- To fully cooperate with the Quality Assurance Officer regarding their auditing procedure.

### **Other procedures**

- To carry out other reasonable duties as identified by yourself, your Senior or Team Leader to maintain standards of care and the smooth running of Essex Care Consortium Ltd.