

## Job Description

<b>POST TITLE:</b>	Care Support Worker
<b>DIRECTORATE:</b>	Children, Adults & Community Health
<b>SERVICE:</b>	Housing with Care
<b>GRADE:</b>	Scale 4
<b>LOCATION:</b>	Within London Borough of Hackney
<b>RESPONSIBLE TO:</b>	Team Leader
<b>RESPONSIBLE FOR:</b>	N/A

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### **PURPOSE OF THE JOB:**

The post holder will work as part of a team to offer practical and emotional support to service users in all activities of daily living through a person centred approach.

The post holder will engage with service users, respecting their dignity, privacy and right to choice, to build trusting relationships whilst working with them in their own homes within a Housing with Care setting.

The post holder will work closely with other professionals and agencies in partnership with service users and their carers/relatives to provide a co-ordinated service which meets the identified needs of the service user.

### **MAIN AREAS OF RESPONSIBILITY:**

The post holder will have lead responsibility and accountability for the following:

- To support the physical, social and emotional needs of the service users as agreed in the personalised care plan and to promote independence and enhance their living skills.
- To support specific therapy programmes with the service user, record progress and assist in realising the outcomes specified by the service user
- To provide high quality care to service users from a variety of cultural and ethnic backgrounds.

- To provide personal/domestic care in accordance with the service users assessed needs
- To be vigilant of any safeguarding issues and report any incidents or evidence which may constitute abuse of a vulnerable person.
- Ensure procedures and practices which promote a system of quality care and support are adhered to and that all health and safety and risk management issues have been assessed.
- To set up and maintain social activities ensuring that the service user is empowered to determine which activities they would like to access.
- To work in partnership with specialists' teams, developing links and relationships with groups, i.e. dementia and mental health professionals.
- To build one to one relationships with individual users undertaking identified individual tasks and activities as an advocate for the service user.
- To undertake the role of key worker with named service users
- To participate in reviews and family meetings, ensuring service users' view and wishes are listened to and their support programmes are adapted to changing needs in conjunction with other professionals.
- To keep in contact with other professionals and relatives and where appropriate inform them of significant events and changes ensuring users are kept informed about anything that affects them.
- To liaise with the appropriate person who manages service users' monies, supporting, enabling and empowering users to make choices and decisions about spending money.
- To work flexibly and undertake shifts as allocated within the 7day a week rota
- To be responsible to the supervisor through the day to day direction for achieving agreed service outcomes and best professional practice.
- To involve and encourage service users in their care support programmes to promote independence.
- To ensure that service users care records within the Housing with Care setting are adequately maintained and consistent standards of confidentiality are upheld
- To undertake administration and to maintain all required records using electronic Information technology as directed
- To escort service users to appointments and activities within their agreed care plan

- To respect the service user's right to and ensure privacy is maintained at all times.
- To prompt and supervise taking medication as agreed by a service user's GP.
- To work to Outcome Focused Support Plans in conjunction with other team members, ensuring service users' needs, strengths, interests and goals are identified and realised.
- To ensure that the service user's accommodation is maintained to high levels of cleanliness and support the service users to complete household tasks and keep their accommodation clean.
- To assist service users in the purchase, preparation, cooking and serving of food according to their appropriate cultural, religious and dietary requirements.
- To record and account for all expenditure
- To contribute to the overall assessment of the service user's needs.
- To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others.
- To promptly report all concerns regarding risks to the supervisor and relevant agencies.
- To participate in regular supervision and the review of performance
- To participate in training and development
- To assist in the induction of new Care Workers including agency staff
- To comply with Health and Safety legislation.
- To co-operate in any investigation as and when required and to notify managers of and complaints from service users regarding service provision.

***NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***

## Person Specification

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### SKILLS AND ABILITIES:

- Ability to participate in the care planning process to ensure plans are meaningful and relevant to people's lives and are fully implemented, and followed through, with a person-centred approach.
- Ability to support service users emotionally as well as physically, recognising their needs sensitively and confidentially.
- Ability to involve and encourage service users in their own care support programmes to promote independence.
- Able to contribute to risk assessments and work within agreed guidelines.
- Able to identify signs of potential abuse and report safeguarding concerns
- Able to support service users to maintain the best possible health and wellbeing including arranging medical appointments and supporting in the administration of medication.
- Ability to undertake personal care tasks in a way that is responsive to users' needs, to a high standard, maintaining dignity and respect
- Able to physically support service users with mobilising including pushing wheelchairs and the use of hoists and other mobility aids
- Able to assist service users in the purchase, preparation, cooking, serving and eating food and drink, giving the level of support in accordance with the need.

- Able to undertake domestic tasks, ensuring a clean and welcoming environment.
- Ability to escort users to attend activities and appointments in the wider community and engage in social activities both within and outside the schemes.
- Able to converse at ease with service users and members of the public and provide advice in accurate spoken English
- Ability to record information in structure and content relevant to its purpose, i.e. formulate care plans in a way that is meaningful to users and helpful to colleagues
  - Able to use IT software and devices to record information
- Ability to write clear and factual care notes/reports and follow written care and service plans.
- Able to account for and record expenditure
- Able to model good practice in relation to anti-discrimination and the implementation of equal opportunities for users and staff
- Able to work within the Borough's policies and procedures and implement them in practice
- Able to reflect on and critically evaluate own performance, learning from experience and amending practice as a result
- Able to take responsibility and resolve problems as a team member
- Able to work both under direction and to be self-motivated in prioritising own work to meet the aims of the service
- Ability to work in an organised and systematic way working to deadlines and coping under pressure
- Able to support other staff, agency workers and volunteers in ways which develop their competence, motivation and confidence in the absence of team leaders
- Able to work in partnership with a wide range of professionals, liaise and consult with relatives, other key agencies and with other staff members, listening to and responding appropriately to service users wishes and needs
- Awareness of safeguarding vulnerable adults and willingness to report any incidents or information which may be a safeguarding concern to protect service users from abuse.
- Ability to understand and work to service and departmental standards

- Ability to demonstrate a professional manner which invites confidence from service users, staff, colleagues and professionals.
- Able to handle and account for cash accurately
- Demonstrate a commitment to the Council's core values of public services, quality equality and empowerment.

## **KNOWLEDGE AND EXPERIENCE:**

- Experience of working with older people and/or adults with learning disabilities, and/or adults with mental health issues, and/or adults with a dual diagnosis and those with very complex needs within services providing social care
- Knowledge and understanding of the needs of vulnerable people with social care and health support needs (both physical and mental) and of ways in which these needs can be met that are appropriate, culturally sensitive, supportive and empowering.
- Knowledge of the ageing process and of disabilities and how they affect people in daily living.
- Experience of working in a person-centred way and supporting service users to achieve desired outcomes.
- Experience of working with risk management guidelines and of taking actions to minimise risk in the least restrictive way possible.
- Experience of working with vulnerable people from a variety of backgrounds and preferences and knowledge of ways to promote anti-discriminatory practices
- Knowledge of the Dignity Code and the requirement to treat service users with utmost dignity and respect in all interactions with service users.
- Awareness of safeguarding adult's procedures and willingness to report any incidents or information which may be a safeguarding concern to protect service users from abuse.
- Knowledge of Care Quality Commission requirements
- Knowledge of the Care act 2014 and of relevant Health and Safety legislation, in particular moving and handling people and preparation of food regulations
- Experience of using IT systems for word processing and email functions

**QUALIFICATIONS:**

- A current Enhanced Disclosure and Barring Service check
- Minimum of Level 2 award, or equivalent, in Social Care/Health & Social Care

**CIRCUMSTANCES:**

- The post holder must be able to work flexibly including shifts as allocated across the 7 day a week rota.
- A current Enhanced Disclosure and Barring Service (DBS) check

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