

# Support Worker



*Deliver a quality person-centred service to the people we support within the home(s), enabling them to live their most independent and fulfilled life .*

## What I am Accountable for

- Provide quality of care to the people we support, act as a key worker ensuring their day-to-day health, safety and wellbeing
- Identify and provide appropriate activities to facilitate the wellbeing of the people we support
- Update and maintain accurate documented records in line with policies and procedures, including timely reporting on Nourish
- Complete a Vantage for the relevant incident such as safeguarding, health and safety or feedback.
- Assist with completion of incident management and complaint processes, and actions required to mitigate future risks
- Administer medication in line with the support plans for the people we support and associated governance
- Complete accurate shift handovers to ensure smooth and effective continuity of support
- Carry out checks as determined by the line manager eg finances of the people we support and medication, to ensure appropriate provision and governance
- Liaise with and respond to queries from families and key stakeholders regarding the day to day needs of the people we support
- Identify, mitigate and escalate risks and issues to the line manager as appropriate, to ensure safe services are maintained for the people we support and our colleagues
- Assist in the co-ordination of shift activities for example contacting recruitment agency, BCP etc to support provision of operational needs
- Act as an advocate for the people we support and their rights as equal citizens, supporting involvement initiatives in the home
- Identify and recommend opportunities for continuous improvement to maintain high quality performance of contracts and consistent standards for the people we support
- Actively participate in own supervisions, OPRs and learning and development, including timely completion of mandatory training
- Assist new and less experienced colleagues to develop by acting as a buddy and/or providing shadowing opportunities to support their development
- Act as a role model for new and less experienced colleagues in the home to support and promote the delivery of better quality outcomes for the people we support
- Assist with the completion of defined activities associated with business continuity incidents
- Deliver against key performance indicators relevant to the role
- Conduct all activities in line with internal policy and procedures, including the governance manual, regulatory contractual and legislative requirements

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## How I Operate

### **We believe that everyone has the potential to grow, learn and make choices**

- I actively seek opportunities available to develop myself and my potential
- I do what I say I'll do, take ownership and I am accountable for my actions and decisions
- I understand that we all depend on each other to be successful and I support everyone to achieve team goals
- I seek and give constructive feedback in order to improve what I; and others do

### **We all communicate in an authentic and confident way that blends support and challenge**

- I am empathetic, genuine and human in all my interactions with people
- I treat others with respect
- I actively listen and embrace others points of view
- I represent my true beliefs in a meaningful and appropriate way
- I base my feedback on reliable facts and evidence

### **We are here to embrace change even when it is complex and uncomfortable**

- I recognise my own reaction to change and respond constructively
- I support others appropriately through change
- I know and understand the reasons for change and embrace this
- I ask for clarity if I'm uncertain and communicate what I need

### **We treat each other and those we support as individuals however difficult and challenging**

- I adjust my style to suit the situation or individual and remain authentic
- I know and understand what I need to be at my best
- I seek to understand the needs of others and respond appropriately and respectfully
- I put people we support/customers at the heart of everything I do

### **We deliver better outcomes by encouraging ideas and new thinking**

- I work together with others to get the best outcome possible
- I remain focused on what I am trying to achieve
- I find better ways to deliver what is needed
- I continually think of ways to improve what we do
- I hold myself accountable for the delivery of outcomes

### **We commit to building a strong and financially viable Turning Point together**

- I understand and am aware of the financial impact of the decisions I make
- I am focused on better ways of doing things to create opportunities
- I understand and welcome the need to grow our organisation
- I contribute to building a financially strong organisation in order to reach more people
- I know and understand the wider environment in which the organisation operates: its customers, competitors and suppliers

## WHAT I NEED:

### Essential:

- Effective communication skills
- Effective organisational skills
- Integrity
- Ability to help the people we support to achieve their goals
- Integrity and ability to maintain professional boundaries and present a professional image at all times when caring for the people we support
- An interest in social care sector ideally in Learning Disabilities
- Ability to use computers to enable digital recording of care plans
- Ability to lead my example and a sense of social understanding
- Willing to complete NVQ 2 or equivalent in care

### Desirable

- Previous experience as a Support Worker in the adult care sector, ideally in Learning Disabilities

Skills \ Knowledge