



## **Support Worker – Job Description**

Reach Care CIC. is an organisation dedicated to the care of adults with a learning disability. Our staff continually work to provide care and support to improve the lives of those they have the privilege to work with.

We endeavour to ensure the support is right for the individual service user to enable them to reach their full potential, take advantage of opportunities and lead a full and satisfying life.

Our staff are passionate about working with the people we support and are flexible in their approach to work. They participate with enthusiasm in all aspects of the care and support they provide.

It's essential that our staff get to know the Service User, what is important to them and how they want to be supported. Also it is essential that they communicate and give information in ways that the person can understand, so they can make their own choices and decisions.

### **Main Duties and Responsibilities:**

- To support Service Users to carry out household tasks – cleaning, hoovering, laundry and gardening.
- To support Service Users in supported living with all aspects of household living including bills and accounts
- To support Service User to keep accurate records of personal monies and to budget where necessary.
- To support Service Users to maintain their home and uphold their tenancy agreement.
- To support Service Users to go shopping, menu planning, preparing and cooking meals, ensuring appropriate standards of health & safety and hygiene in the kitchen.
- To support Service users to make and attend appointments e.g. doctors, bank etc.
- To support Service Users with reading, writing and dealing with mail.
- To maintain existing skills and develop new ones – road safety, use of public transport, cooking
- To build relationships with neighbours and other Service Users.
- To enable Service Users to keep in contact with family and friends
- To support Service Users to look after their health and support with medication.
- To support and maintain Service Users mobility
- To support with dressing and undressing, personal hygiene and bathing
- To support Service User to plan and accompanying the service user on holidays and outings as and when required.



- Encouraging and supporting the Service User to try out new things.
- To follow the Service Users person centred support plans and review and update as required.

Reach Care CIC provides personal support to a number of people in the local community enabling them to live independent and valued lives in their own home and supported living homes.

We deliver care and support through personal support plans which focus on the individual and their welfare, needs, wishes and interests.

**Personal Assistant** will be expected to:

- Keep accurate records as required, and maintain confidentially
- Work as part of a team, supporting colleagues to do their jobs.
- Attend mandatory and service user specific training as required.
- To attend team meetings and supervisions.
- Work with other professionals when necessary in order to fulfil the requirements of the job, this may include meetings.
- Speak up on behalf of the people you support to your manager.
- To undertake key worker responsibilities if required.
- To have an understanding of CQC and the key lines of enquiry.
- Report any deficiencies of the service to the Manager

The scope of the job may be subject to review and change in consultation with the employee.



## Job Specification – Support Worker

<b>The skills and experience the Support Worker must have:</b>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• To be able to read and write in plain English and work with figures.</li><li>• A willingness to undertake training and development.</li><li>• To be able to travel to different locations if required.</li><li>• To be able to work as part of a team</li><li>• Has an awareness of basic health and safety</li><li>• Able to work alone in the home of the people who are receiving support.</li></ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Experience of working with people with a learning disability.</li><li>• Basic computer skills</li><li>• Health and Social Care NVQ level 2 or equivalent</li></ul>
<b>The kind of person we are looking for:</b>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• Able to use your own initiative.</li><li>• Remain calm and deal with emergency situations</li><li>• Honest and open</li><li>• Reliable and a good time keeper</li><li>• Takes an interest in the people you support</li><li>• Prepared to be flexible and adaptable in the way you work</li><li>• Confident to work alone</li><li>• Ability to be caring, patient and sensitive to the needs of the service user</li><li>• Able to work to a high standard</li><li>• Enthusiastic and positive in your outlook</li></ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"><li>• Have full driving licence and use of own car</li><li>• Creative and innovative.</li></ul>