

Job Description – Support Worker

Job Description

Support Worker for adults with PMLD

Job Title

Support Worker

Reports to

Deputy Manager and Registered Manager

Main functions of the role: (Note: In addition to these functions employees are required to carry out such duties as may reasonably be required).

- Develop effective working relationships with the other employees within HSN Care Ltd
- Support an open, positive and inclusive working culture
- Participate in the administration of HSN Care Ltd's policies
- Work to establish effective employer-employee relationships
- Minimize legal risks
- Participate in the administration of HSN Care Ltd's management information systems
- Assist in the formulation and implementation of care policies and procedures
- Assist in the implementation and maintenance of the standards required by legislation related to the registration of HSN Care Ltd
- Work in a cost-effective manner
- Be involved in the maintenance of HSN Care Ltd's quality assurance programme
- Assist in the administration of an evaluation of the care standards and care service provision
- Systematically solve day-to-day problematical issues which arise

Care Services:

- Demonstrate understanding of the philosophy, goals and objectives for the care practice
- Assist in the assessment of the effectiveness of care implementation and delivery
- Implement action to meet and maintain care standards
- Work in cooperation with members of multi-disciplinary health teams in order to maximize opportunities for Resident therapeutic care
- Ensure Resident rights are protected

- Encourage a model of self-care and Resident rehabilitation
- Record relevant activities in Care Plans
- Evaluate standards of care competence

Professional Long Term care Leadership:

- Encourage innovative methods for the delivery of care
- Encourage health promotion within care strategies
- Seek opportunities for personal and professional growth
- Promote a positive image for life and work within HSN Care Ltd

Human Resources:

- Cooperate with the implementation, evaluation, orientation and induction of all new employees
- Support the implementation of HSN Care Ltd's policies and procedures
- Support the effective resolution of team conflicts
- Support a work atmosphere which promotes a high quality of work life
- Support and maintain a culture of performance and excellence

Working hours

40 hours per week

Qualifications required

Working towards QCF Diploma Level 2 by the end of year one.

Essential requirements

- Ability to develop an effective working relationship with the Registered Manager and all staff
- Evidence of being able to support an open, positive and inclusive culture in the workplace
- Evidence of being able to uphold policies and procedures
- Evidence of a strong commitment to customer service excellence and the ability to provide safe, effective, appropriate person-centered services to people with complex needs
- Qualifications and experience, or willingness to undergo adequate training, to be able to perform the care and support duties required
- Ability to be able to pass an enhanced DBS check
- Willingness to learn about Health and Safety issues relating to the support of people with PMLD and high physical support needs and of how to mitigate risk to residents, staff and the general public
- Evidence of problem-solving abilities and being self-motivated in one's work

- Evidence of being able to communicate effectively, both verbally and in writing, and an ability to keep accurate records
- An ability to use word processing, spreadsheets and electronic quality assurance systems including individual records
- An ability to priorities one's personal workload and manage time effectively
- Willingness to learn how to communicate in order to be able to manage expectations of residents, families, staff and funders
- Must have availability to work flexibly, including weekends and evenings
- Must be able to drive and willing to operate company and residents' vehicles

Desirable requirements

- Strong IT skills; able to produce reports, use social media and able to aid residents with their own IT issues