

OUTLOOK CARE

Support Worker - Hawthorn

Role title	Support Worker – Hawthorn Bungalow
Reporting to	Home Manager / Service Manager
Responsible for	Being Responsible Person for a shift. No line managed staff

Role purpose ¹
To work with other staff to enable service users to lead their lives as independently as possible, adhering to the requirements of the organisation.
Key Outcomes Required from the post²
1. By implementing systems for quality assurance ensure CQC, Outlook Care Policies and procedures and other regulatory compliance is met 2. By developing good relationships with families and key stakeholders ensure the continued development of the service 3. By ensuring safeguarding is given the utmost priority and operational policies are understood and followed, service user safety is assured 4. By contributing to the development of the service ensure practice is current and conforms to good practice standards 5. By having a good understanding of the importance of nutrition and infection control, ensure the wellbeing of service users and staff 6. Undertake delegated health related tasks, medication administration 7. By developing person centred care plans ensure care is of a high standard focussed on the persons needs and aspirations Development of service user independence by providing support and care that meets individual needs. Ensures the wellbeing of service users by providing support in all aspects of daily living (such as domestic / hygiene / health/healthy eating etc) Promotes the independence and well being of the service user through contact with the person's wider circle of support. Enables service users to express their rights, choices and their aspirations. Provides and enables access to advocacy as an additional means of expressing these. Promotes opportunities and achievement of goals through provision of support to access the community via educational, recreational and social activities. Ensures effective service delivery by maintaining accurate financial, administration and other records as required to comply with statutory, local, and organisational policy and procedure.

¹ Role purpose is a single sentence that captures the overall outcome the role is expected to achieve.

² "Key Outcomes" define the results / outcomes that the postholder is expected to achieve.

Ensure safety of service users and premises through assessment of risk and reporting and recording of all emergencies, maintenance needs, incidents and accidents in accordance with organisational procedures.

Role specification	
Experience, Qualifications and Specific Knowledge Required at Entry point.	• NVQ 2 in care, or the ability to undertake this. • A commitment to organisational values. • Care and support experience with the relevant client group is desirable, however transferrable skills will be considered in the absence of direct experience • Understanding of equality issues • Food hygiene knowledge • First aid knowledge • Health and Safety knowledge • An understanding of the specialist needs of the client / user group (either LD, MH or elderly care) and an understanding of issues arising within the specialist area.
Other role specific requirements³	<i>Shifts, driver, working environment, physical aspects</i> • Ability to work a flexible shift pattern which will usually include weekends and bank holidays and awake nights. • For all posts an ability to perform manual handling is required • For some posts an ability to drive is desirable. • For some posts physical ability to use PBM techniques. • Ability to use I.T. systems to meet key role requirements.
Core Competencies Required ⁴	
Communication	Communicates well with others, listening to their needs and conveying information clearly and accurately.
Working with others	Contributes to effective team working by building and developing trust, taking responsibility for own actions, being supportive and co-operative, showing an understanding of the principles of diversity
Focussed on performance	Works to a high standard to meet Organisational objectives, targets and priorities whilst offering guidance and support to others. Shows an awareness of own strengths and development needs.
Resource Conscious	Is aware of resource implications of actions and manages own time and takes appropriate care of equipment, the environment, and stock levels.
Service user and customer driven	Ensures that services meet the needs of the customer / service user. Prioritises needs, responds positively to make and implement improvements.
Role specific Competencies Required ⁵ - to be added	
Health and Safety	Promotes monitors and maintains health and safety of service users.

³ This will include ability to work shifts, *driver, working environment, physical aspects* particular technical skills, knowledge of computer ./ software packages.

⁴ "Core Competencies" apply to all roles in Outlook Care and are descriptions of expected performance.

⁵ Role specific competencies to be selected as applicable for the role from the full range within Outlook's Competency Framework.

Promotion of health and wellbeing	Promotes mental and physical wellbeing, maximising independence. Able to undertake simple healthcare tasks such as BP, TPR, urine testing and recognise abnormal readings
Assessment, planning, Delivery and Evaluation of care needs	Acts as co-ordinator to assess, plan, implement and evaluate service users care and support needs, liaising with relatives and other relevant medical and care services, e.g. Care Manager, GP's, physiotherapists, occupational therapists, Health Trusts etc. to deliver the appropriate care for the service user.
Legislation and policy	To have a working knowledge of government policies and legislation relating to older people
Equality and Diversity	To show awareness of the principles and practice of equality when providing a service and managing staff