



## **JOB DESCRIPTION**

Job Title: SUPPORT / CARE WORKER  
Department/Location: Webster Court  
Manager: Care Home Manager  
Salary Range: NJC Sale 6-7

### **Overall purpose of the job:**

To provide a high standard of care and support to the residents and tenants who live in Housing with Care Schemes in line with the individual care plans and in, doing so will observe and respect the service user's dignity, privacy and independence as far as is practical.

### **Performance Outcomes:**

Assume key care worker role for named residents and tenants, including assisting with personal care, household care management and leisure and meaningful occupation activities

Security of building and contents

Record daily care plans

### **Main Tasks & Activities:**

To provide personal and practical care services for people with a range of needs including mental illness, drug/alcohol dependency and dementia.

To assist service users with getting up in the morning, dressing, undressing, washing, bathing and the toilet as outlined in the care plans.

To support the Shift Leader with all shift duties and ensure all those in receipt of care services that their needs are met.

To help service users with mobility problems and other physical disabilities

To help care for residents who are coming to end of life.

To assist and participate in leisure activities, escort residents to dentist and hospital appointments and occupational activities such as shopping



To make and change beds; tidy rooms; do light cleaning including hygiene cleans and emptying commodes.

Participate and support the management in achieving aims and objectives.

Maintain confidentiality with regard to the clients and staff members and respect residents' rights at all times.

Administer Medication as directed

Be aware of and follow all of the Trust's procedures, especially those relating to fire, Health and Safety, etc.

Undertake specific duties assigned by the manager or Shift Leader.

Be supportive in the overall service provided by the Trust by following the guidance of the shift leader and Manager.

Attend regularly all staff meetings.

Be responsible for the security of the building, individuals' accommodation and their contents while on duty. Report and follow up any maintenance problems with shift leader promptly in accordance with Trust policy and procedures.

Actively encourage residents to be involved in decisions affecting their lives, such as routines in the home, their care plan, activities out of the home, etc., so that they develop increased self-confidence, experience in making decisions and independence.

Undertake any necessary cleaning to ensure that all work areas, communal toilets, assisted bathroom and residents' accommodation are maintained in a clean and hygienic state

Be aware of and follow all of the Trust's procedures including those relating to fire, health and safety, residents, personnel, public and press relations etc.

Undertake day and night duties at **any** of the Trust's establishments when the need arises. This will include some weekends and bank holidays.

Perform sleep-in duties as part of a rota

Be aware of and comply with the requirements of the Care Standards Act 2000 and subsequent amendments, when on duty in a registered care home, and other legislation such as the Health and Safety at Work Act.



**St Martins**

more than a home  
for the homeless

SIGNED BY JOB HOLDER:

DATE:

SIGNED BY MANAGER:

DATE:



## PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level

	<b>Essential</b> Without which the post holder could not be appointed	<b>Desirable</b> Extra qualities that can be used to choose between candidates with all essential criteria.	<b>Method of Assessment</b>
<b>Qualifications</b>		NVQ Level 2 Health & Social Care (or equivalent)	Certificates
<b>Experience</b>	Experience of working with any of the following client groups: single homeless, substance misusers, ex-offenders, mentally ill or learning disabled.	Experience (paid or voluntary) of work within a Residential Care setting  Experience with dementia	Application form, interview, references.
<b>Skills &amp; Ability</b>	Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient  Demonstrate high emotional resilience to deal with verbal abuse and threatening behaviour.  Able to remain calm and deal with difficult/challenging behaviour, in accordance with agreed policy, and in a non-confrontational manner. Including death, fire, self-injurious behaviour, suicide attempts.  Be innovative and practical in approaching clients' needs, particularly those who perceive that they have failed in the past.  Be assertive and a good communicator, both verbally and in writing, at all levels.	Experience of attending regular statutory multi agency meetings	Application form, interview, references.



	Have the ability to manage time effectively and possess good organisational skills.		
<b>Knowledge</b>	<p>An understanding of complex needs of service users</p> <p>Have an understanding of and the ability to implement anti-discriminatory practice</p> <p>Understanding of Safeguarding Vulnerable adults</p> <p>Awareness of good professional boundaries, particularly in relation to working with vulnerable adults</p>	Knowledge of community care and other related issues.	Application form, interview, references.
<b>Other</b>	<p>Be prepared to follow instruction from management and senior colleagues when on duty.</p> <p>Willing to undertake any appropriate training as required (core and specialist training)</p> <p>Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and Bank Holidays and sleep-ins</p> <p>Have a cheerful, positive, outgoing personality, highly motivated, with the ability to motivate others.</p> <p>Be capable of working alone, whilst also being an effective team player.</p>	<p>Self Awareness</p> <p>Perception of panel from interview that post holder would fit into team</p>	Application form, interview, references.