

## Support Worker

**Department:** Care & Support

**Reports to:** Deputy or Team Manager

**Direct Reports:** None

**Main purpose of the Job**

- To engage, enable and empower our customers to support them to live the life they choose

**Responsibilities / Overview of Role**

- Provide high quality care and support services to the people we support
- Key work with the people we support, discussing support needs, identifying risk areas and contributing to support plans and daily notes
- Advise managers of any concerns related to the people we support care and report any incidents or SOVAs
- Work in one service or across one floating support team
- Provide cover for other services within the area team if required - (this will be in a similar type of service)

**Putting the People we Support First**

- Uphold the rights of the people we support to be involved at all levels of decision making
- Respect the wishes of the people we support at all times

**Financial and contractual responsibility**

- Follow procedures and policies at all times when purchasing goods to include petty cash
- Consider value for money when carrying out all work activities
- Support the people we support to manage their finances appropriately where required
- Raise any concerns about the safety of the people we support finances to a line manager
- Provide hours of care and support to individual or groups of the people we support as requested by line manager
- Report to manager where care or support has not been provided for any reason
- Support the people we support to participate in recruitment selection as requested
- Take personal responsibility for ensuring you have the knowledge and skills to carry out any tasks requested

**Service Delivery**

- Ensure the delivery of quality services which may include lone working
- Follow all policies and procedures when carrying out care and support tasks
- Follow support plans and risk assessment guidance at all times
- Provide information about changing needs of the people we support
- Record all information as directed
- Accountable in ensuring all information related to the clients you key work is up-to-date and completed to a suitable quality standard
- Ensure that all day to day records are completed and inform manager where you are unable to document actions taken or require a more senior member of staff to amend a risk assessment
- Provide both direct and in-direct support to the people we support across a team, areas as required
- Work hours will/may include evenings, weekends and bank holiday working
- Carry out personal care in a safe and appropriate way following guidelines, policies and procedures
- Provide advice and guidance to support workers carrying out personal care activity

**Additional Responsibilities**

- Provide information, support and buddying to new support workers volunteers and apprentices as appropriate
- Work in a co-operative way at all times with other departments and external agencies
- Act as an ambassador for Outward at all times
- Treat the people we support with dignity and respect at all times putting their needs at the forefront of all decision making

- Follow the code of conduct at all times
- Read and follow policies and procedures
- Take personal responsibility for the safety of self and others at all times
- Work responsibly and appropriately with due regard to confidentiality, commercially sensitive information
- Comply with all legal and regulatory responsibilities as may fall to be applicable
- Appropriately record day to day intervention and observations of the people we support care and support activities
- Take all reasonable measures to follow all health and safety policies and procedures and appropriate legislation as applicable to the role
- Responsible for informing line manager where there is a health and safety concern
- Take all possible measures to keep the people we support safe, respond appropriately to risk and report on safeguarding, accidents and incidents as per policy and procedures
- Report and log repairs to landlord/Outward housing management, follow up any in-action, support sign ups process

This job description is not an exhaustive list. You are expected to undertake any other duties as may be reasonably requested of you by your line manager.

<b>Our values</b>	
<b>Engaging</b> <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive
<b>Enabling</b> <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence
<b>Empowering</b> <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect
<b>Safeguarding statement</b>	
Outward is committed to safeguarding and promoting the welfare of adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This will be fully subsidised by Outward.	