

CROSSROADS CARING SCOTLAND

POST: Support Worker

REPORTS TO: Service Co-ordinator/Assistant Service Manager/Service Manager

1. GENERAL PURPOSE

The Support Worker is employed to provide personal care, assistance with daily living and support to service users, as normally provided by a family carer, in the person's own home or outside the home, as directed by the Manager.

Duties relating to individual service users will be as specified in their personal plans. Tasks and activities are carried out in accordance with the National Code of Practice for Social Care Workers, the organisation's policies and procedures and health and safety requirements.

Support Workers are required to work unsupervised, at times alongside other Support Workers or staff from other agencies, in accordance with the personal plan.

Support Workers are accountable to and report to the Service Manager, Assistant Service Manager, Service Co-ordinator or other senior member of staff as directed.

2. PRINCIPAL DUTIES AND RESPONSIBILITIES

2.1 Care

- Assisting with or undertaking personal care tasks, including:
 - Toileting needs and management of continence
 - Hygiene and personal cleanliness
 - Dressing and undressing
 - Getting in and out of bed and/or wheelchair, with hoist or specialised equipment if necessary
 - Assisting with mobility in general
 - Feeding or assisting the service user to feed him or herself
- Providing companionship and emotional support to the service user and carer

- Assisting the service user to pursue leisure and occupational activities and providing social stimulation both within the home and outside, including escort duties
- Aiding in the rehabilitation process or undertaking specific tasks in accordance with medical or nursing instructions and the direction of the Manager
- As part of the care package, maintaining satisfactory domestic standards including:
 - Keeping the working areas clean and tidy
 - Cooking and preparing meals for the service users
 - Essential laundering
 - Maintaining a safe environment
- Maintaining and providing, as directed, necessary records regarding the delivery of care.
- Support the service user to take medication and/or administer medication where required under the Personal Plan, ensuring all guidelines and policies are followed and accurately recorded.
- To ensure that all carers and service users are treated with respect and sensitivity, recognising the need for confidentiality at all times.
- Recording and reporting accidents/incidents
- Recording and submitting in a timely manner all rotas and timesheets
- Reporting promptly to the Manager
 - Changes in the service user's condition
 - Any potential or identified health and safety hazard
 - Any accidents or incidents
 - Any concerns that may arise in the course of his/her duties

2.2 Other

- Undertake training as determined by individual training and development needs, supervision and appraisal sessions and national regulatory requirements. Take responsibility for continuous professional development.
- Participate in support and supervision and appraisal.
- Responsible for own health and safety and that of service users, staff and public. Highlight any areas of concern to line manager.
- Work in a manner which enhances the service's public profile and foster good relations with statutory and voluntary bodies

3. Special Conditions

The post will involve evening and weekend work and where necessary overnight stays in the service user's own home. Support Workers may be asked to escort service users in the employee's own car as part of the duties specified in the personal plan. If they choose to make their car available for such duties, expenses will be reimbursed by the scheme in accordance with the terms, conditions and policies. Appropriate evidence of requisite insurance cover must be provided in advance.

The list of duties contained in the job description is not exhaustive. An employee may be asked to undertake other duties and tasks commensurate with the grade.