



JOB DESCRIPTION

POST:	Support Worker
HOURS:	Full or Part-time
QUALIFICATIONS:	NVQ Level 2 (or willing to undertake)
ACCOUNTABLE TO:	Operations Director
REPORTING TO:	Senior Support Worker/ Service Manager

JOB PURPOSE:

- To help develop and oversee client supported living or day services ensuring that systems and standards are maintained.
- To ensure that Health and Safety, COSHH and other regulatory requirements are met.
- To provide standby cover on a rotational basis to arrange and if necessary undertake emergency cover as needed.
- To provide assistance and support to the assigned Senior Support Worker/Service Manager in matters relating to the supervision, support and training of other Support Workers.
- In this document "ALSW" means Assisted Living South West. "Support Plan" refers to the client's Person Centred Plan and associated papers

KEY RESPONSIBILITIES:

Client Related

1. Reinforce appropriate client behaviour and skills in the home, community and day/vocational settings, utilising direct feedback, prompts, role-playing and modelling behaviour management techniques.
2. Encourage and facilitate client autonomy, personal choice and Independence.
3. Participate in periodic reviews of client status and progress and to provide recommendations to the Senior Support Worker/Service Manager regarding revisions to the Support Plan.



4. Assist the client/s with independent living skills and self-care in accordance with the Support Plan or as appropriate.
5. Arrange or provide transportation for client activities as scheduled or assigned by the Senior Support Worker/Service Manager
6. Ensure all medication is administered by the client/s as prescribed by a doctor and that this is documented on the appropriate forms approved by ALSW.
7. Ensure all local community facilities are accessible to the client.
8. Assist the Senior Support Worker/Service Manager in the appropriate provision of social, vocational and leisure activities to the client/s in accordance with the Support Plan.
9. Ensure high standards of care and support are provided at all times in accordance with ALSW policies and procedures.

Organisational/Administrative

10. Document client status through progress notes, weekly summaries and any other appropriate forms in accordance with programme procedures and to collect and report data relevant to support Plan goals.
11. Maintain accurate records of all financial transactions involving client funds utilising forms approved by ALSW verifying these records once a week.
12. Attend monthly staff meetings and group/individual supervision
13. Inform Senior Support Worker/Service Manager of matters that may require the use of disciplinary, grievance or complaint procedure.
14. Attend training sessions and other meetings as requested.
15. Complete accurate monthly timesheets, travel and expenses claim forms based on pre-agreed hours, mileage reimbursement etc.
16. To ensure that Health and Safety, COSHH and other regulatory requirements are met and report immediately to immediate manager any areas of concern.
17. Assist the Senior Support Worker/Service Manager with the induction and orientation of new staff.
18. Report to the Senior Support Worker/Service Manager injury or illness of the client/s serious incident including emotional or behavioural crisis complaints involving the client / relatives / general public and ensure the prompt recording of any untoward incident or accident using the appropriate incident form.



General:

19. Ensure client confidentiality at all times.
20. Act at all times in accordance with legal & statutory requirements and company policy.
21. Comply with Health and Safety regulations, and to have regard for the health, safety and welfare of self and others at all times.
22. Comply with the company's policy on Equal Opportunities.
23. Ensure that all activities undertaken on behalf of the company are carried out in such a way as to positively enhance the public, carer, client and purchaser perception of the company.

This is not an exhaustive list of activities, and the appointee may be asked to undertake other duties as specified by the Company