

1. JOB DESCRIPTION

1.1	TITLE	Support Worker
1.2	EMPLOYED BY	Crossroads
1.3	RESPONSIBLE TO	Scheme Coordinator
1.4	STAFF MANAGED	None

2. OVERALL PURPOSE OF POST

- 2.1 To provide support, (including emotional support), and assistance to carers and people with care needs. This will involve the provision of personal and social care, respecting confidentiality at all times within an equal opportunities framework.

3. PRINCIPAL DUTIES AND RESPONSIBILITIES

- 3.1 To undertake the tasks specified in the care plan which may include the personal and social care tasks:-
- 3.1.1 Assist with management of continence of bladder and bowel.
 - 3.1.2 Bathing in bed/bathroom/chair to include all aspects of personal hygiene.
 - 3.1.3 Assist with dressing and undressing.
 - 3.1.4 Assist with mobility and transfers.
 - 3.1.5 Assist with feeding.
 - 3.1.6 Administration of medication.
 - 3.1.7 Assist with therapeutic programmes for rehabilitation and development as agreed with appropriate clinical professionals.
 - 3.1.8 Ensuring a safe environment for those who need constant supervision and help in accordance with Crossroads' policies e.g. Health & Safety Policy and Challenging Behaviour Policy.
 - 3.1.9 Supporting the person with a disability outside their home.
 - 3.1.10 Assist with getting up and going to bed.
 - 3.1.11 Assist with appliances (hearing aids, spectacles, artificial limbs, leg callipers).
 - 3.1.12 Care of skin and hair, including assistance with shaving.
 - 3.1.13 Care of pressure areas and prevention of sores.
 - 3.1.14 Care of mouth and teeth, including dentures.
 - 3.1.15 Summoning emergency services if necessary.
 - 3.1.16 Provision of emotional support to the person with care needs and their carer(s) as part of the caring team.
 - 3.1.17 Domestic duties that are part of the care package:
 - Making and changing the bed of the person with care needs
 - Essential laundering
 - Essential shopping
 - Preparing meals and washing up
- 3.2 To undertake other specialised care tasks as agreed by the Chief Executive Officer.
- 3.3 To maintain accurate records as directed by the Line Manager and to carry out any administrative tasks as required e.g. timesheets.

- 3.4 To participate in supervision, appraisal and training sessions to ensure that standards are constantly maintained.
- 3.5 To attend regular team meetings. In the event of not being able to attend to ensure to read the minutes of the meeting.
- 3.6 To work and ensure all staff work in a confidential manner concerning families and organisational matters.
- 3.7 To respect and ensure all staff respect the personal choice of lifestyles of colleagues and people with care needs, ensuring that the Equal Opportunities principles are applied at all times.
- 3.8 To work as part of a committed, enthusiastic and dedicated team
- 3.9 To comply with Crossroads' policies and procedures and the Manx Safeguarding Children procedures.
- 3.10 To undertake any other duties commensurate with the grade and level of responsibility of the post, for which the post holder has the necessary experience and/or training.

4. RESTRICTIONS TO DUTIES

- 4.1 Do not carry out any task which requires a specialised task form to be completed (i.e. tube feeding etc) unless authorised and trained to do so
- 4.2 Do not administer medication unless trained and authorised to do so. Any staff member authorised to administer medication must read Crossroads' medicine policy first. The policy is available to read from the Crossroads office.

PERSON SPECIFICATION

Skills and Experience	D = Desirable E = Essential
Good Communication Skills	E
Ability to conduct yourself in a punctual, honest and reliable manner	E
Ability to work in a confidential manner	E
Ability to follow guidelines and procedures laid down by the organisation and current legislation	E
Clean Driving Licence and use of a car	E
Ability to work flexible hours	E
Commitment to undertake necessary training	E
Experience of providing practical care and support for carers and service users	D
Current First Aid Certificate	D
Ability to work with and support the care team	E
Knowledge of carers' and service users needs and the issues affecting them	E
Willingness be involved with fundraising projects that may involve weekend or evening commitment	E
Qualification Health & Social Care QCF Level 2 or equivalent	D