

## JOB DESCRIPTION - SUPPORT WORKER

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<b>Main Purpose:</b>	To assist us with our care and support needs at home and within the community, supporting people who have a learning disability and other associated needs by ensuring their independence, choice rights and inclusion through the enhancement of their personal, domestic and social needs. No experience required.
<b>Responsible to:</b>	Support Worker
<b>Salary:</b>	£9.20 p/h - £9.50 p/h + up to an additional £6k per year in sleepover allowance for full-time contracts.
<b>Hours:</b>	Various hours available from 15 – 39hrs per week
<b>Our Vision</b>	<u>What we're working towards:</u> Our vision is for children, young people and adults with learning and other disabilities in Cumbria to live a fulfilling life, in the way they want and with the support they choose.
<b>Our Mission</b>	<u>How we will achieve our vision:</u> Offering high-quality care and support to people which is centred around individual needs, offers choice, and promotes independence;  Creating opportunities that people want through offering a diverse range of services which enable people to develop, achieve and reach their potential;  Employing good quality, suitable staff that we value and support because we recognise that a happy workforce does the best job;  Working with other organisations and our communities to promote understanding, equality of opportunity, and inclusion.
<b>Our Values</b>	<u>How we will behave:</u> Person-Centred Inclusive Positive

**SUPPORT WORKER MAIN DUTIES**

**Person-Centred**

1. To act as a key worker for individuals in accordance with the West House Person Centred Planning system and relevant professional guidelines.
2. To always act in a professional manner in accordance with West House policies and procedures.
3. Ensure the highest quality of service provision at all times.
4. Ensure adherence to the requirements of the Care Quality Commission or equivalent and the relevant contractual obligations of any service agreement.
5. To observe the confidentiality of information about people.
6. To accurately record behaviour using the specified systems and procedures.
7. To ensure you are up to date with, and adhere to new policies and procedures.
8. To provide personal care in a manner that is in line with West House's values and standards.
9. To report promptly to the management team any matter affecting the wellbeing of any person.
10. To implement all forms of care programmes accurately and consistently.
11. To implement behaviour management guidelines in a consistent manner.
12. Observe, monitor and record the people we support, including their physical and emotional wellbeing, and promptly report any changes to senior staff.

**Inclusive**

1. Contribute to supervision sessions and be prepared to learn and improve professional skills.
2. To take part in the annual performance review (Appraisal) and bi-monthly supervisions.
3. To attend meetings as directed.
4. To participate in and organise social/recreational/educational activities with people and to take an active role in encouraging them to develop their own hobbies and interests.

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5. To help people maintain existing relationships and foster new contacts with members of the local community.
6. To develop and maintain good professional relationships with neighbours, parents, relatives and the wider community.
7. To provide companionship and social stimulation.
8. To accompany people on holiday when required.
9. Acknowledge the right of people to be treated with respect at all times.
10. To take an active role in the support of people within the Person-Centred Planning process.
11. To implement the Person Centred Planning objectives effectively.

### **Positive**

1. To operate as a member of the staff team, contributing positively and actively to the work of the team.
2. To co-operate in any investigations instigated by the management team of West House.
3. To take part in any training opportunities arranged.
4. Demonstrate loyalty and respect to West House and colleagues by promoting a positive image of West House.
5. To communicate with people in a positive manner at all times.
6. To respond to behaviour that may challenge in a professional and dignified manner.
7. To positively contribute to developments and changes for individuals.
8. To positively contribute to the development and changes within the service.
9. To actively seek opportunities for individuals in line with the West House Person Centred Planning process.
10. To actively seek opportunities for self-development.

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### **Examples of specific duties/tasks undertaken by a Support Worker for the people we support:**

1. Assisting with personal care tasks such as eating, dressing, washing, and toileting.
2. Assisting with food preparation and cooking.
3. Performing light housekeeping tasks such as dusting, vacuuming and changing bed linen.
4. Attending medical appointments.
5. Administering medication in line with individualised care plans.
6. Arranging transport for outings.
7. Providing support, encouragement, and companionship by engaging in clients' activities such as playing games, visiting places, taking walks and having conversations.

### **Training & Development**

1. Structured Induction comprising of Dignity, Safeguarding, Restrictive & Controlling Practices, and Basic Care and Moving & Handling Training.
2. Care Certificate.
3. On completion of probation, Level 2 Diploma in Care (City & Guilds).
4. On-going training such as Epilepsy Awareness, Buccal, Dementia Awareness, DoLS, Skin Integrity, Dysphagia, GDPR, Infection Control, Health & Safety, First Aid, Medication, Mental Health/Capacity and much more.

### **Health & Safety**

1. To be aware and adhere to the responsibilities of employees under the Health and Safety at Work Act 1974.

**Any other duties as may reasonably be required.  
This may include transfer to another location.**