

Support Worker –

**Learning Disability
Residential Services**

Job Description and Person
Specification

January 2025

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

Support Worker – LD Residential Services

JOB DESCRIPTION

This is a broad outline of what is expected of the post holder:

Key Objectives:

- To enrich the lives of users through the delivery of high quality person centered care and support that enables independence and achieves valued outcomes
- To show commitment to the mental and physical wellbeing of people who use our care and support service by helping them participate in daily activities of their choice such as day trips, recreational/ leisure activities, crafts, reading, writing
- To effectively communicate with our service users, assisting in carrying out wellbeing assessments, monitoring any concerns and reporting these accordingly
- To empower independence by providing person centered care and support services of the highest quality that enables service users to live independently in their own home
- To take accountability and responsibility to work within the Groups regulatory standards and the standards that are set out and regulated by the Care Quality Commission
- To ensure that all areas are cleaned and are kept free from hazards and any health and safety concerns are reported

Key Duties and Responsibilities:

Care and Support:

- To be aware of each service user's support plan and associated care plans and to deliver support and care in accordance with these plans. This might include: Providing personal care, Meeting emotional and psychological needs, developing and maintaining a range of relationships, assisting in tasks to maintain the upkeep of clients homes e.g., cleaning and washing, ensuring nutritional needs are met and assisting with shopping, cooking/meal planning, escorting to community facilities and providing support to enable participation, assistance with medication regimes, and support with financial issues
- To administer medication following appropriate training and assessment
- To assist service users in achieving personal development and greater independence, by encouraging their involvement in all decisions affecting all aspects of their lives.
- Report any concerns of potential abuse of a service user in line with The Group Safeguarding Policy.
- To report all concerns regarding a service users' health and/or wellbeing

in line with policy and procedure.

- At all times to afford service users the dignity and respect to which they are entitled and in particular, to recognise any special requirements associated with an individual's race, culture or religion.
- To work with families and other agencies to ensure continuity of service and communications.
- At all times work in accordance with any regulatory standards or regulations relating to the provision of care.
- To carry out duties with full regard to Choices Equal Opportunities and Diversity Policy.

Health and Safety and Building Matters:

- Keep all areas clean, tidy and free from hazards and ensure all defects are reported promptly
- With the Service Manager ensure that services and contractors are monitored and service levels are maintained.
- To be aware of and adhere to all of The Group Policies and Procedures in relation to health and safety, including the Prevention and Control of infection.
- Work in a safe and responsible manner having regard to your own safety and the safety of colleagues, residents and others who might be affected by our work activities and operations and report all accidents and incidents in line with The Group Policies and Procedures.
- To adhere to any instructions or guidance as detailed in any support/care plans, risk assessments or other safe systems of work documentation.

General:

- Attend and successfully complete all training as identified by the service in order to meet the needs of residents and the service.
- Maintain essential documentation as required.
- Work effectively and co-operatively as a member of a team, maintaining good working relationships with colleagues; resident's families and professionals from other agencies.
- To attend meetings as required.
- To work flexibly to meet the needs of service users and the demands of the service

Confidentiality:

The post holder should ensure that they are familiar with and adhere to all The Group policies and procedures relating to confidentiality.

Safeguarding Adults:

All staff have a responsibility to safeguard residents. All staff must be familiar with, and adhere to the organisations' adult protection

OTHER:

- Job holder will be required to work shift patterns, weekends and public holidays and have a willingness to work outside of normal working hours in an emergency
- Full UK driving license is desirable but not essential
- To work at other locations when required
- Minimum age of 18
- Enhanced DBS with be required

THE WREKIN HOUSING GROUP
PERSON SPECIFICATION

SUPPORT WORKER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of/ability to demonstrate the understanding of the varying needs of our customers including but not limited to, any disabilities, complex care and support needs around dementia and end of life care. • Polite and respectful communication • Basic IT, literacy and numeracy skills • Effective interpersonal skills and ability to work as part of a team • Ability to work unsupervised and follow policies and procedures • Ability to remain calm and use initiative in an emergency • Ability to be responsive to other people's needs • Have a positive attitude and behaviours towards our customers • Willingness to work flexibly according to the needs of the service and residents • Embrace Equality, Inclusion and Diversity • Willingness to undergo training including the Care Certificate and Diploma in health and Social Care Level 2 	<ul style="list-style-type: none"> • Experience of working with vulnerable adults in a care and /or support role • Experience of individual care planning/personal care role • Experience in providing housing related support to vulnerable people • Experience of cleaning and carrying out domestic tasks • Experience in managing a household budget ▪ Current full UK Driving Licence with access to a car. Car will need to be insured for business purposes (this is usually covered in most insurance policies).

VALUES:

Our values (as detailed below) allow us to deliver excellent housing/care and support services to our customers. Therefore, all employees must demonstrate and apply the understanding of our workplace values at all times during their employment.

Caring – Employees must place individuals at the heart of the care, ensuring services are delivered with empathy, dignity, respect, inclusivity and integrity at all times.

- Have a person-centred approach and be able to consider people's desires, values, family situations, social circumstances, and lifestyles and take a collaborative approach to focus on their needs
- Respecting someone's choices or opinions, ensuring people are empowered and involved in decisions that affect them and seeking their views
- Respect others by showing regard to people's ability, worth, feelings and views
- Remain dignified by treating people with kindness, honour, understanding and preserving their self-worth
- Act with integrity, honesty, transparency and fairness within all interactions and activities
- Have an inclusive approach by appreciating the differences in others and value everyone

Compassion – Employees require a level of consideration, patience, empathy and understanding towards others, people's situations and their needs.

- Demonstrate patience, acceptance, tolerance by remaining calm when dealing with challenging, frustrating or slow situations
- Use empathy and understanding for the feelings of others, and responding to their needs and concerns
- Consider others by being attentive to their needs, and addressing issues promptly
- Be authentic and consistent with what you say and do
- Use tolerance to understand that each person has their own identity, needs, wishes, choices, beliefs and values
- Be adaptable and always look for ways to empower people to do as much as possible for themselves, giving them a voice and control of their own actions or choices

Communication – Employees should always listen carefully, speak to people and act in a way that the person can understand.

- Show warmth and polite, use non offensive, positive and appropriate communication
- Demonstrate confidence by being realistic about your own abilities to feel positive about dealing with challenging situations
- Take time to actively listen with an open mind and not being judgmental to the views and needs of others
- Use initiative to adapt the style and approach to create better opportunities and provide quality care services
- Handle confidential and sensitive information with discretion and do not discuss this information with others
- Always work to agreed standards of quality

Courage – Employees must be able to try new things without any fear to improve the quality of care as well as be able to raise any concerns proactively.

- Demonstrates a full awareness and ability to adhere to professional boundaries, to protect customers and themselves from physical, emotional or any other type of harm
- Use resilience to regulate your emotions, view challenges as learning opportunities and focusing on what you can control
- Speak up when it matters
- Show a keen interest to strive for the highest standards in all activities, encouraging ongoing improvement and innovation
- Being a champion and role model of these values to build trust with your teams and services

- Celebrate success and be proud of what is achieved

Commitment – Employees must be able to provide a positive care environment, with flexible and a proactive approach to our customer’s needs, helping to make each day special. Working collaboratively with colleagues and be accountable for providing services that make a positive difference to people’s lives.

- Have a positive approach to care and give your all to caring for others
- Be willing to be flexible to change and try different things that will lead to improvements in care services
- Have a proactive approach to delivering care, taking responsibility to act or make decisions to achieve a goal independently
- Have a level of self-awareness and recognition of any limits of competency and show a desire to continue with professional development
- Uphold strong work ethics, showing accountability and responsibility for own actions
- Work collaboratively to help each other to achieve common goals