

**Support Worker –**

**Learning Disability  
Residential Services**

Job Description and Person  
Specification

**The Wrekin**  
Housing Group

## **THE WREKIN HOUSING GROUP**

### **Support Worker – LD Residential Services**

#### **JOB DESCRIPTION**

##### **Job Summary and Purpose:**

To enrich the lives of service users through the delivery of high quality person centred care and support that enables independence and achieves valued outcomes.

The main purpose of the post is to contribute as part of a team to the effective operation of the home through the delivery of high standards of care to service users which are compliant with statutory, regulatory and organisational standards.

Under the direction of the homes manager/s the post holder will support vulnerable service users to achieve outcomes identified in their individual packages of care.

The post holder will work towards meeting the stated objectives of the organisation and in accordance with the policies and procedures of The Group Housing Association. The post holder will work in accordance with legislative and regulatory standards.

##### **Key Duties and Responsibilities:**

###### ***Care and Support:***

- To be aware of each service users support plan and associated care plans and to deliver support and care in accordance with these plans. This might include: 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 tenants/customers health and/or well-being in line with policy and procedure.
- At all times to afford tenants/customers 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 communal 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 tenants/customers 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 procedures.

**THE WREKIN HOUSING GROUP**  
**PERSON SPECIFICATION**

**SUPPORT WORKER**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>▪ Good communication, literacy and numeracy skills</li> <li>▪ Effective interpersonal skills and ability to work as part of a team</li> <li>▪ Ability to work unsupervised</li> <li>▪ Ability to be responsive to other people's needs</li> <li>▪ Demonstrate positive attitudes towards the right of vulnerable people.</li> <li>▪ Willingness to work flexibly according to the needs of the service and residents.</li> <li>▪ Willingness to undergo training including the Care Certificate and Diploma in Health and Social Care Level 2</li> <li>▪ To be willing to work at any location depicted by the needs of the service</li> <li>▪ To be prepared to work carry out all duties in line with The Group Equal Opportunities and Diversity Policy</li> <li>▪ Minimum age 18</li> </ul>	<ul style="list-style-type: none"> <li>▪ NVQ level 2 or Health and Social Care Diploma level 2</li> <li>▪ Experience of working with vulnerable adults in a care and /or support role.</li> <li>▪ Experience of individual care planning/personal care role</li> <li>▪ Basic IT skills</li> <li>▪ Experience in providing housing related support to vulnerable people</li> <li>▪ 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).</li> </ul>