

Employer: **Precious Hope**

Role: **Support Worker**

Job Description:

REPORTING TO: Line Manager and Management Team

JOB HOURS

- Flexible, depending on the needs of the business
- As agreed on your contract

JOB PURPOSE

- To look after the physical, emotional, cultural and social needs of the service users using a person centred approach
- To observe and promote the service user's choice, independence, dignity, privacy, fulfilment and other rights
- To create and maintain good professional relationships with service users, their family and friends and other stakeholders
- To actively support other Support Workers
- To adhere to all regulatory and statutory obligations and Precious Hope Care's policies, procedures and guidelines
- To actively market Precious Hope Care and promote a positive, personal and professional profile, ensuring the good reputation of Precious Hope Care at all times

JOB RESPONSIBILITIES

Provision of Care

- To provide personal care and support to service users with a wide range of needs, illnesses and disabilities
- To know and understand the care and support of the service user
- To undertake the tasks detailed in the service user's care and support plan using a person centred approach and in the least intrusive way
- To encourage the independence and motivation of the service user and not foster dependent behaviour
- To provide input into the care and support plans of service user by regularly feeding back to the Care Coordinator
- To assist service users getting up in the morning and going to bed at night
- To assist service users to wash, bath and shower
- To assist service users to dress and undress

- To assist service users to look after their skin, teeth, hair and nails
- To assist service users with toileting, continence management and personal hygiene
- To assist service users with their medication at the agreed level of support and as detailed in their Medication Care Needs Assessment
- To prepare food and drink for the service user, being aware of the service user's choice, likes/dislikes, nutritional needs and cultural requirements
- To provide light general household domestic duties, including housework and laundry, as detailed in the care plan or instructed by Management
- To use manual handling equipment safely and correctly
- To take responsibility for the safe handling of property and equipment belonging to the service users
- To maintain good communication and develop effective working relationships with service users
- To provide companionship to the service user, actively talking and listening to them about their interests
- To help the service user to maintain contact with their family and friends
- To accompany the service user on trips into the community
- To assist the service user to manage their personal affairs
- To ensure as safe as possible the living environment for the service user, whilst respecting the service choice and rights

Recording and Reporting

- To maintain detailed accurate records in respect of care and medication support given and tasks undertaken
- To regularly read care and support plans, acknowledging changes
- To protect the confidentiality of all information relating to the service user and not divulge information to anyone who is not authorised to receive it
- To promptly report to the office or Out of Hours Care Coordinator any issues concerning the care, support, well-being or behaviour of the service user and update records accordingly
- To continue to monitor where concerns have been reported and recorded
- To recognise the signs of abuse and immediately report abuse or suspected abuse to a Manager
- To report any complaints to the team leader or Out of Hours Care Coordinator
- To contact the office or Out of Hours Care Coordinator if running late

General

- To dress appropriately, wearing uniform and using personal protective equipment provided by Precious Hope Care

- To seek out best practice and look at innovative ways to improve the quality and efficiency of service delivery
- To attend and participate in regular Support Worker team meetings and any other relevant meetings
- To attend in house and external training pertinent to the role of Support Worker
- To ensure you log in and out in service users home on time
- To observe all health & safety rules and take reasonable care to promote health and safety of self and others and raise any concerns to the Care Coordinator or Manager
- To aim to ensure everyone has equal treatment and equal access to services
- Any other duties requested by Senior Management, which are within the scope of the post

Special conditions attached to post

- Flexible working, as evening, bank holiday and week end work is required
- Own transport

Salary - £9.20 per hour

Full Time and Part Time Positions Available

Please send CV's to Alpa.chauhan@leicester.gov.uk

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I have read and now fully understand my job roles and responsibilities.

Employee Signature.....

Full Names.....

Date: