

Northumberland County Council
JOB DESCRIPTION

Post Title: Support Worker		Director/Service/Sector: Adult's Services		Office Use	
Band: 4		Workplace: Sea Lodge		JE ref: 3990	
Responsible to: Registered Nurse		Date: June 2021		Job Family:	
Job Purpose: <ul style="list-style-type: none"> • To assist the qualified care staff in the delivery of high-quality service user care. • To carry out physical and personal care tasks for service users who may have severe learning disabilities, challenging behaviours, physical disabilities and/or mental health problems thereby safeguarding their dignity and privacy and enhancing their self-esteem; to assist in the provision of a stimulating and therapeutic service; to create a supportive atmosphere where service users can achieve maximum independence and access to their local community. • To provide assistance and support to service users, carers and the multi-disciplinary team • To ensure that the high standards of care expected are met and maintained 					
Resources	Staff	<ul style="list-style-type: none"> • No direct staffing responsibility 			
	Finance	<ul style="list-style-type: none"> • Demonstrate the ability to maintain accurate financial records • Regularly has responsibility for handling of petty cash and clients' monies and recording of expenditure. 			
	Physical	<ul style="list-style-type: none"> • Demonstrate the ability to maintain accurate financial records • To support service users with the safe handling and administration of medications • To maintain written service user records data in home records and service users own records, and other related information as required, treating all information about the service user as confidential 			
	Clients	<ul style="list-style-type: none"> • Service users, registered nurses, care staff and health professionals • To work as part of a multi- agency team which could include Staff Team, Senior Nurses, Doctors/Consultant, Occupational Therapists, BAIT Team, Primary Health care Professionals, Care Management, Relatives and Carers. 			
Duties and key result areas: <p>Dimensions</p> <ul style="list-style-type: none"> • To work under the supervision of registered nurses and assist in the implementation of service user care over a 24-hour period which may include day shifts and night duty. <p>Communications and Relationships</p> <ul style="list-style-type: none"> • Complete records and reports accurately and timely, which may be verbal, written or electronic data entry systems e.g. Word, Excel Ability to develop positive relationships and service users, relatives, neighbours and the local community • Maintain effective communication between yourselves and the team • Demonstrate the ability to maintain accurate financial records • Access advice and support from the service manager or point of contact • Use of alternative methods of communication, e.g., picture exchange communication, Makaton, where there are barriers due to the service users severe learning disability and use of challenging behaviour as a form of communication. • Demonstrate the ability to communicate and be diplomatic, tactful and empathetic to calm a situation when someone is being disruptive, angry or aggressive. • Support service user's independence and empowerment by promoting and enhancing support plans and activities. 					

- Must be able to demonstrate the English language proficiency level required for this post.

Analytical

- To utilise opportunity plans, risk management, behavioural analysis and Non-Abusive Psychological and physical intervention scales to understand and facilitate effective care, and personalised care packages to meet service users continually changing needs.
- To work as part of a multi- agency team which could include Staff Team, Senior Nurses, Doctors/Consultant, Occupational Therapists, BAIT Team, Primary Health care Professionals, Care Management, Relatives and Carers.
- At all times when on duty staff must be alert to environmental changes which may trigger outbursts of challenging behaviour which are unpredictable in frequency, intensity and duration and which require immediate intervention from staff.
- Supporting service users with severely challenging behaviour, which can be physical and or verbal aggression or severe self-harming behaviours

Planning and Organisational

- Demonstrate the ability to make independent decisions when working with the service users.
- When the situation demands an immediate change to the plans due to the unpredictable and complex nature of service user behaviours, for example when in the community with the service users.
- Taking an active role within Team meetings and Core team meetings.

Patient/Client Care

- To assist in the assessment, plan, implementation and evaluation of service user care plans
- To attend to the personal needs of service users as per their care plans e.g., dressing/undressing, toileting, bathing, feeding, helping to maintain and regain skills, contact with the community, behaviour support plans
- To encourage participation and independence in activities of daily living
- To act as a key worker for nominated service users and undertake tasks relevant to the role and to provide information to the managers/relevant others on the condition of the service user, and any changes that may affect the delivery of care to that individual.
- To undertake tasks relating to the cleanliness and hygiene of the environment e.g., making beds, laundry domestic tasks
- To report accurately and promptly perceived changes in service user condition, manner, eating habits, behaviour
- To promote good communication with service users, their relatives and staff
- To promote health within the home setting
- To support service users with the safe handling and administration of medications

Policy and Service Development

Risk Management

- To deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Health & Safety

- To take reasonable care for your own health & safety, and that of others.
- Not to use practices which may be considered a danger to the health and safety of others.
- To cooperate within the Council by complying with all health and safety rules and safe systems of work; and to inform your line manager of any work situation, or practice which may be considered a danger to health and safety.

Financial and Physical Resources

- To utilise resources effectively
- To report the failure or mechanical problems of any items of equipment in line with the Medical Devices Policy
- Regularly has responsibility for handling of petty cash and clients' monies and recording of expenditure.
- Maintain accurate financial records.

Human Resources

- To be sensitive to individual needs of service users, recognising their right to dignity and privacy, acting in a courteous and responsible manner at all times
- To maintain written service user records data in home records and service users own records, and other related information as required, treating all information about the service user as confidential
- To attend appropriate in-service training

Information Resources

- To keep up to date with information technology, Council policies procedures and National directives for supporting people in social care

Research and Development

- To collect information as requested and to take part in changes in the clinical areas to benefit service users
- To take personal responsibility for achieving agreed objectives identified through the appraisal process

Freedom to Act

- To maintain one's own high professional standards and discuss opportunities to develop clinical practice with the line manager

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion.
Working patterns:	May include weekends and evenings. Mainly office based but some travel required.
Working conditions:	Mainly indoors. Occasional exposure to working outdoors.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Essential	Director/Service/Sector: Desirable	Ref:	Assess by
Qualifications and Knowledge			
<ul style="list-style-type: none"> • A good general education • Evidence of literacy • NVQ/QCF Level 2 in Health & Social Care or equivalent. • Awareness of the need to respect privacy, dignity, independence, choice, rights and fulfilment service users including respect for confidentiality. • Patience and ability to sensitively encourage and support people who may challenge services. • Ability to communicate effectively both verbally and in writing. Reliability and good time keeping. 	<ul style="list-style-type: none"> • NVQ/QCF Level 3 in Health & Social Care 		
Experience			
<ul style="list-style-type: none"> • Experience of caring for people in a residential or independent supported Living setting • Experience of team working. • Awareness of the need to respect privacy, dignity, independence, choice, rights and fulfilment service users including respect for confidentiality • Patience and ability to sensitively encourage and support people who may challenge services. • Ability to communicate effectively both verbally and in writing. 	<ul style="list-style-type: none"> • Experience of working with adults with learning disabilities. • Experience of key working and Care Planning 		
Skills and competencies			
<ul style="list-style-type: none"> • Reliability and good time keeping. • Must be able to demonstrate the English language proficiency level required for this post. • A flexible, helpful and co-operative attitude is essential, as the post holder must be prepared to assist and cover for other members of the team. • Must be willing and capable to undertake further training. • Flexible to work within 24-hour • care rota. Respond positively to changes in duty rota at short notice to meet needs of the service. 			
Physical, mental, emotional and environmental demands			
Physical – <ul style="list-style-type: none"> • Assisting moving & handling of service users. There will be a requirement to use moving and handling equipment during every shift 			

<ul style="list-style-type: none"> • Use of conflict resolution techniques, which will be incorporated into mandatory training • Supporting service users with severely challenging behaviour, which can be physical and or verbal aggression or severe self-harming behaviours • To have skills to meet the physical demands of the job role • Use of conflict resolution techniques, which will be incorporated into mandatory training • Standard driving skills <p>Mental –</p> <ul style="list-style-type: none"> • Verbal & written reports to colleagues, carers and service users • Communicate with service users and the MDT. • At all times when on duty staff must be alert to environmental changes which may trigger outbursts of challenging behaviour which are unpredictable in frequency intensity and duration, and which require immediate intervention from staff. <p>Emotional –</p> <ul style="list-style-type: none"> • Supporting service users with severely challenging behaviour, which can be physical and or verbal aggression or severe self-harming behaviours • Due to the intensity, frequency and duration of challenging behaviours staff to be aware of debriefing systems in place. <p>Working Conditions –</p> <ul style="list-style-type: none"> • Regular contact with bodily fluids • During every shift there may be exposure varying challenging behaviours (Shifts may vary in length between 7 & 12.5hrs) 		
Other		
<ul style="list-style-type: none"> • Able to meet the physical requirements of the post. • It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes or has a Trust/Council personal lease vehicle which may be used for the role. • However, the Council would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role 		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits