

ACCORD HOUSING ASSOCIATION

CARE AND SUPPORT

Support Worker Learning Disability Services

JOB DESCRIPTION

Responsible to Scheme Manager

Hours: full/part time, including shift working, some weekends and Bank Holidays.

Statement of Service Purpose

Learning Disability Services

To support service users with learning disabilities and behaviours that challenge to maximise their potential and lead ordinary lives within the community in line with the scheme objectives

Key Responsibilities

Work as part of a team to enable service users to exercise choice and develop/maintain independence within this setting.

Work flexibly providing one to one care and support to service users in all aspects of their daily living, enabling them to learn to do things for themselves, by providing care and support and encouragement. When needed directly undertake tasks on service user's behalf.

To meet the care and support needs of tenants as directed by the person in charge and to assist with the general running of the scheme.

Work within Accords philosophy of care and support, demonstrating understanding and commitment to the rights of people within this client group

Act as a key worker.

Promote Independence

Facilitate and support service users in decision making; promoting choice and independence. Support service users in: -

- complying with the terms of their tenancy/licence and any house rules
- the management of personal finances,
- accessing medical care and therapies, supporting service users to make their own decisions
- maintaining and developing contacts with friends and family within the wider community
- personal washing, cooking, cleaning;
- planning and enabling service users to access leisure and educational activities, voluntary and work opportunities, holidays and outings.
- accompanying users on activities and holidays
- accessing medical care and therapies, supporting service users to make their own decisions

- administer medication in accordance with policy and procedure, ensuring medical emergencies are dealt with immediately and appropriately
- Ensure that service user's individual needs are met through effective care and support planning and review.
- Act as key worker to identified service users, taking on responsibility for specific area of care and support.
- To undertake support planning and review, and assessment meetings.

Service user participation

Promote service user empowerment; support service users to help them express their views and make informed choices and decisions in respect of: -

- care and support plans
- complaints and concerns
- how services are delivered and managed,
- the maintenance and repair of the buildings and equipment
- house activities and community engagement
- the appointment of staff.

Managing and developing services

- Contribute ideas and support the team and Scheme Manager in developing activities and services to meet identified needs that will support individual/community well being and individual and cultural identity
- Work with colleagues to lead and facilitate activities and services for service users

Working in a team and with others

- Contribute positively to working in a team, participating in reviews and service user meetings
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Work with colleagues and service users to share in the domestic tasks that support the overall running of the service including; shopping, preparing meals, maintaining environmental hygiene, undertaking cleaning.

Working with others

- In consultation with the tenants and line manager to liaise effectively with other health professional agencies.
- Work positively with Accord colleagues, participating in Accord Group wide events and training.
- Liaise and work with other agencies, health and social care professionals where and where relevant in consultation with senior staff.
- Act in a professional manner whilst on duty and when representing Accord.

Record keeping and Financial control

- Maintain accurate and up to date service user, financial and other relevant service records.
- Ensure that all monies, including service user finances are accounted for in accordance with policy and procedure

Record keeping and data management

- Ensure service user files, reports care and support plans and other written documents are accurately completed and understandable
- To record daily notes, care and support plans and key working meetings effectively.
- To report all significant events, concerns and incidents to the person in charge.
- Assist the manager in the completion of monitoring and regulatory returns as required.
- Maintain confidentiality of records and information relating to service users and staff in accordance with Accord's Confidentiality Policy

Safeguarding

- Minimise risk to service users, self, the team and others by undertaking formal risk assessments and maintaining accurate records.
- Ensure the safety and security of the building, including visitors while on duty.
- Comply with all health and safety legislation in respect of food hygiene, lifting and handling, the handling and storage of medication, cleaning and chemical storage

Quality and regulatory compliance

- Ensure repairs are reported promptly and work completed within appropriate timescales, ensuring the continued provision of good quality housing, equipment, fixtures, furnishings and fittings.
- Abide by Accord policies, procedures and guidelines, ensuring compliance with relevant legislation and care standards, including the Care Quality Commission and General Social Care Standards Council
- To participate in fire tests and fire-drills.
- To be responsible for the health, safety and welfare of yourself and others at work as directed by policies and procedures.
- To complete accident and incident forms and as required
- To comply with lifting and handling procedures existing within the scheme.
- To report breaches of the above or perceived risks within the scheme to the senior team leader on duty immediately.

Person Specification

Experience

- Experience of working with people within the specified client group
- Personal experience of providing care and support to family or friends with a learning disability, physical disability, mental health concerns or older people
- Ability and willingness to undertake all aspects of personal care.

- **Knowledge**
- Basic understanding of how rights, dignity, privacy, respect, & choice are important when providing care
- Knowledge/awareness of the service user group in a paid or unpaid role
- Ability to demonstrate knowledge of health & safety in creating a safe and homely environment

Key competencies:

Communication

- Able to demonstrate good verbal and non verbal communication skills
- Understanding of the need to use different forms of communication to support service users with limited or no spoken language, who are deaf or hearing impaired or have a learning disability or dementia
- Ability to read and record information accurately, objectively & legibly
- Ability to provide relevant and appropriate feedback to colleagues and managers
- Awareness and understanding of service user's confidentiality

Team working

- Ability to work as part of a team comprising people with varying roles & responsibilities
- Able to work under own initiative and solve problems

Education and training

- NVQ Level 3 or willingness to work toward qualification
- Good general literacy and numeracy skills
- Other relevant qualifications in Health & Social Care

Specialist skills (full training given)

- Lifting/moving & handling
- Basic Food Hygiene
- Health and safety

Other

- Able to work flexibly including evenings and weekends
- Ability/Willingness to transport service users
- Demonstrable interest and enthusiasm for working with people within this client group