



Job profile

Support Worker

Grade C

Group: Care, Wellbeing and Learning

Service: Adult Provider Services

Location: Promoting Independence Centres

Line Manager: The Manager of the PIC

Car User Status: N/A

Job Purpose

To enable older people to be retain the highest quality of life possible.

The key roles of this post will include:

1. To work in Partnership with service users and their carers in order to plan and implement services on the basis of assessed risk and needs to ensure that an effective and efficient service is provided , in accordance with council policy under the guidance and supervision of managers.
2. To undertake key working responsibilities with service users in order to promote their quality of life.
3. To maintain and update care plans as goals are set and met under the guidance and supervision of managers.
4. To liaise with professionals involved in the service users care plan.
5. To assist managers in maintaining correct administrative records in line with the council policies and procedures. To include financial records and Health and Safety requirements.
6. To attend mandatory and access personal development training via courses / workshops identified in supervision and attain NVQ competency.
7. To provide cover in the absence of other day care support staff as necessary.



8. To ensure that appropriate Health and Safety issues and moving and handling are carried out as given by managers in a way that ensures user safety and personal awareness.
9. To observe the centre for potential; risk/hazards, loss of light/heat, intruders and take appropriate action.
10. Such other responsibilities allocated which are appropriate to the grade of the post.



Knowledge & Qualifications

Essential:

Knowledge

- The needs of vulnerable people.
- Best practice in Services for older people.

Experience

- Working with older people.
- Communicating effectively.
- Commitment to service user consultation and partnership.

Qualifications

- NVQ 2 in Care or equivalent

Desirable:

Knowledge

- Ageing process

Experience

- Promoting quality services for Older People.
- Person centred care planning.
- Working as part of a team
- Ability to work on own initiative
- Experience of working with older people and those living with dementia

Qualifications

- Moving and Handling Cert.
- Basic Food Hygiene Cert.



Competencies

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences