



## **Job profile**

### **Support Worker**

### **Grade C**

**Group:** Care Wellbeing & Learning  
**Service:** Adult Social Care  
**Location:** Promoting Independence Centre  
**Line Manager:** Manager of 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 provide personal care and support to service users as required.
3. To undertake key working responsibilities with service users in order to promote their quality of life.
4. To maintain and update care plans as goals are set and met under the guidance and supervision of managers.
5. To liaise with professionals involved in the service users care plan.
6. To assist managers in maintaining correct administrative records in line with the council policies and procedures. To include financial records, Health and Safety requirements and CQC requirements.
7. To attend mandatory and access personal development training via courses / workshops identified in supervision and attain NVQ competency.

8. To work according to agreed shift patterns and to provide cover in the absence of other staff as necessary.
9. 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.
10. To observe the centre for potential; risk/hazards, loss of light/heat, intruders and take appropriate action.
11. 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
- NVQ level 2 in Care or equivalent or be willing to work towards
- Moving and Handling Certificate or be willing to work towards
- Care certificate or be willing to work towards

#### Experience

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

### Desirable:

#### Knowledge

- Ageing process
- Supporting people with a Dementia
- Safe handling of medication

#### Experience

- Promoting quality services for Older People.
- Person centred care planning.
- Team working.

#### Qualifications

- Basic Food Hygiene Cert.
- Moving and Handling Cert



## Competencies

|                                 |                                                                                                           |
|---------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>Customer Focus</b>           | Puts the customer first and provides excellent service to both internal and external customers            |
| <b>Communication</b>            | Uses appropriate methods to express information in a clear and concise way to make sure people understand |
| <b>Team Working</b>             | Works with others to achieve results and develop good working relationships                               |
| <b>Making things happen</b>     | Takes responsibility for personal organisation and achieving results                                      |
| <b>Flexibility</b>              | Adapts to change and works effectively in a variety of situations                                         |
| <b>Learning and Development</b> | Actively improves by developing and applying new skills and knowledge and learns from past experiences    |