

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Adult and Health		Service Area: Rosedale Centre	
JOB TITLE: Support Worker			
GRADE: E			
REPORTING TO: Registered Manager			
1.	JOB SUMMARY: The physical, therapeutic and personal needs of clients under the general supervision of the managing officer.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To assist, where necessary with the dressing, feeding, bathing and toileting of clients.	
	2.	To contribute to the social activities and the mental stimulation of clients.	
	3.	To create and maintain a supportive homely atmosphere where clients can achieve maximum independence.	
	4.	To ensure that all bedding, linen and personal items of clothing are taken to the laundry area.	
	5.	Responsible for bed making and an adequate supply of clean clothing and linen.	
	6	To encourage clients to participate in social and occupational activities within and outside the home where appropriate.	
	7	To monitor the diet and health of the clients which may involve the completion of assessment forms, log/report books and daily diaries.	
	8	To ensure the safety of clients at all times, i.e. awareness of the fire drill and other emergency procedures in the home.	
	9	To assist in the serving, distribution and clearance of food at meal times.	
	10	To ensure the safe use and operation of equipment, i.e. wheelchairs and bath hoists.	
	11	To ensure that personal items of clothing have a means of identification before laundering.	
	12	To undertake hospital escort duty, when necessary (e.g. if client has dementia and family are unavailable to escort)	

	13	Completion of the client's documentation on any matters affecting clients and report to the Duty Manager.
	14	To undertake the work in accordance with the defined policy of the Department.
	15	The Support Worker, should, subject to the individual need of the home, participate in the agreed working roster, which may from time to time need to be adjusted / altered.
	16	To enhance the department's image within the authority by promoting awareness of services and achievements and encourage greater participation.
	17	To take reasonable care of your own health and safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.
	18	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	19	To undertake such other duties and responsibilities commensurate with the grading of the post.
	20	To ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.
	21	Participate in daily handovers to and from Support staff and adjust support given to clients accordingly.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)

Job Description dated April 2018



PERSON SPECIFICATION

Job Title/Grade	Support Worker	E
Directorate / Service Area	Adult and Health	Rosedale Centre
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	QCF diploma level 2 or equivalent in Adult Health & Social Care		Application form
Experience	Previous experience of working in a care setting		Application / Interview
Knowledge & Skills	Good communicator Ability to motivate and encourage Ability to promote independence	Knowledge of other language, ie sign Good record keeping Knowledge of legal framework	

	<p>Be caring and client focussed</p> <p>Follow Departmental policies and procedures</p> <p>Be an effective member of the team</p> <p>Literacy and basic numeracy</p>		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Reliable, patient, good time keeping</p> <p>Able to promote service image</p> <p>Commit to personal development</p>		Application / Interview
Other requirements			

Person Specification dated 2018