

Role Details	
Job Title:	Support Worker
Reports to:	Senior Carer/Care Coordinator
Job Overview: (Note - In addition to these functions, employees are required to carry out such duties as may reasonably be required)	<ul style="list-style-type: none"> To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Senior Carer/Care Coordinator To support and enable service users to maintain skills and personal interests whilst delivering person-centred care unique to the service user To maintain skills at the current level and undertake such training and development as required, from time-to-time, to maintain and progress knowledge
Location:	The service user's home.
Working Hours:	5 days over a 7-day period, with varying shift patterns as agreed with the Care Coordinator.

Responsibilities and Duties of the Job	
Role-specific Duties:	<p>The Support Worker's responsibilities include but are not limited to the following:</p> <ul style="list-style-type: none"> Ensure that service users are at the heart of care delivery and their wishes and preferences enhance their wellbeing To support service users with all aspects of their day-to-day living, enabling them to enjoy the best possible quality of life Most of the employee's work will be alone with the service user in their home Compassion, good communication skills and a calm and caring manner are essential for this important role

<p>Role-specific Duties (continued):</p>	<ul style="list-style-type: none"> • Ensure care plans and other information about how to support service users are followed • Be responsible for informing the Senior Carer/Nurse of any changes in the needs of service users • Be responsible for promoting and safeguarding the welfare of those individuals supported by the service
<p>Working with Others:</p>	<ul style="list-style-type: none"> • Develop effective working relationships with other employees • Work in cooperation with members of the multidisciplinary teams to maximise opportunities for people • If desired by the service user, maintain and develop relationships with family, friends and other people important in their life
<p>Other Duties:</p>	<p>Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:</p> <ul style="list-style-type: none"> • Seek opportunities for personal and professional growth • Be a role model for other Support Workers and be an ambassador for the service • Be professional, polite and reasonable at all times
<p>Personal and Professional Development:</p>	<ul style="list-style-type: none"> • Attend statutory training and any other training as directed by management • Commit to achieving the relevant qualifications commensurate with the role • Understand and follow all policies and procedures relevant to the role • Be open to learning opportunities

Person Specification

The selections for essential and desirable have been left intentionally blank for you to determine these.

Specific Requirement for Qualifications	Essential	Desirable
Good English - written and verbal	X	
RQF in Social Care		X

Specific Requirement for Skills	Essential	Desirable
Proficient Written Skills	X	
Maintain all care plans/care records in accordance with the service's policy	X	
Leadership Skills		
Ability to induct and orientate new employees to the job role		X
Provide service users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming and using the bathroom, as dictated in their care plan	X	
Communicate any problems, concerns or changes to service users' family members as needed	X	
Communication Skills		
Support Workers must build rapport with people by establishing personal connections and showing interest in their lives	X	
Support Workers must be able to communicate effectively with service users	X	
Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of service users	X	
Problem-solving Skills		
Support Workers need to be able to adapt and address situations quickly	X	
Plan, develop, implement and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection		X

Specific Requirement for Skills	Essential	Desirable
Disposition/Personal Attributes		
Compassionate	x	
Effective communicator	x	
Good attitude	x	
Functions under pressure	x	
Assertiveness	x	

Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working in domiciliary care or supported living setting		x
Previous experience of working in similar role		x
Experience of working with service users, in particular, those that may have additional support needs		x

Specific Requirement for Immunisations/Vaccinations	Essential	Desirable
Covid 19	X	
Tuberculosis	x	

Values-based Personal Qualities

Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> • Involve Service Users, families, external agencies and colleagues • Speak up when things go wrong
Respect and Dignity	<ul style="list-style-type: none"> • Understand person-centred care and can demonstrate treating people as individuals and respecting choices • Promoting independence and encouraging appropriate risk taking
Everybody Counts	<ul style="list-style-type: none"> • Ensuring no one is discriminated against or excluded • Understand human rights and impact on care delivery • Facilitating people to 'speak up' about concerns and acting upon them
Commitment to Quality of Care	<ul style="list-style-type: none"> • Striving for quality in everything we do, recognising and understanding what quality in care means for people using the services • Being accepting about criticism and focusing on improvement • Being open to new opportunities for learning and identifying the limits of skills and knowledge
Compassion	<ul style="list-style-type: none"> • Treating people with kindness • Understanding the importance of empathy in all areas of employment • Understanding the values of others and always providing a caring service
Improving Lives	<ul style="list-style-type: none"> • Focus on how things could be done better and sharing ideas • Understanding of wellbeing and what is important to people using the service • Improving outcomes for people • Ensuring appropriate services are provided for people using the services

Company Values

This section has been left blank intentionally for you to insert your company values.

ACG Care provides person-centred services that embodies our core values. Which are individuality, rights, privacy, choice, independence, dignity, respect, and partnership.

To ACG Care, caring means that we are willing to put the needs of the vulnerable service users first. Anyone can be a carer and support other people, whether they have a disability or not. Caring about somebody means, to understand the causes of their vulnerability and what can be done to support them to live a life of independence.

Our core values can be influenced by our beliefs, our background, education, and our individual and wider social networks. Some of our personal ideas can originate from prejudice, traditions and assumptions.

However, at ACG Care, we are aware of how our values influence how we deliver our services. Therefore, we able

to provide a service that meets the needs of service users without discriminating against anyone because of their sex and sexuality, age, religious belief, lifestyle choices, culture, ethnicity and race.