Job Description and Person Specification for Support Worker

Job Title: Support Worker

Reporting To
Senior Support Staff, Team Leaders, and Registered Manager

Purpose of the Role

To provide high-quality, person-centred care and support to adults with learning disabilities, autism, mental health needs, physical disabilities, and other associated complex needs within Kettonby Care Limited's Services.

The Support Worker will promote independence, dignity, choice, inclusion, and wellbeing, enabling individuals to live safe, fulfilling, and meaningful lives while achieving their personal goals and aspirations.

Support Workers will support individuals in accordance with their assessed needs, support plans, risk assessments, organisational policies, and relevant legislation and regulatory requirements.

Key Responsibilities

Person-Centred Support

- Provide high-quality care and support tailored to each individual's needs, preferences, abilities, and aspirations.
- Promote independence, self-confidence, and life skills development.
- Support individuals to exercise choice, make informed decisions, and maintain control over their lives.
- Encourage participation in social, educational, vocational, and recreational activities.
- Promote equality, diversity, inclusion, and respect for individual rights.
- Maintain professional boundaries and uphold the dignity and privacy of individuals at all times.

Care and Support Delivery

- Assist individuals with activities of daily living as identified within their support plans.
- Provide practical, emotional, and social support.
- Deliver personal care where required, including assistance with washing, dressing, grooming, continence care, and mobility support.
- Support individuals with meal planning, food preparation, cooking, and healthy eating.

- Assist with household tasks including cleaning, laundry, shopping, and maintaining a safe environment.
- Support individuals to access community facilities, appointments, education, employment, and leisure opportunities.
- Accompany individuals to appointments, activities, holidays, and outings where required.
- Support individuals to maintain relationships with family, friends, advocates, and community networks.

Health and Wellbeing

- Promote and support positive physical and mental health.
- Administer medication safely and accurately in accordance with company policies and procedures.
- Maintain accurate medication records and report any concerns promptly.
- Monitor and record health-related information including:
    - General wellbeing
    - Sleep patterns
    - Nutrition and hydration
    - Weight management
    - Mood and emotional wellbeing
    - Mobility and physical health needs
    - Any other identified health requirements
- Support individuals to attend healthcare appointments and follow professional advice.
- Liaise with healthcare professionals including GPs, consultants, dentists, therapists, nurses, and other relevant services.

Safeguarding and Risk Management

- Safeguard individuals from abuse, neglect, exploitation, and harm.
- Report safeguarding concerns immediately in accordance with company policies and local safeguarding procedures.
- Follow and implement individual risk assessments and support plans.
- Promote positive risk-taking while ensuring safety and wellbeing.
- Report accidents, incidents, hazards, and maintenance concerns promptly.
- Contribute to the review and updating of risk assessments and support plans where required.

Record Keeping and Administration

- Complete all documentation accurately, professionally, and within required timescales.
- Maintain daily records, progress notes, monitoring charts, incident reports, and other documentation as required.
- Ensure information is recorded factually and in accordance with confidentiality and data protection requirements.
- Contribute to care reviews, support planning meetings, and multidisciplinary meetings as required.

- Assist in preparing reports and summaries relating to the individuals supported.

Financial Support

- Support individuals to manage their finances in accordance with agreed plans and company procedures.
- Maintain accurate records of all financial transactions.
- Ensure all monies are handled safely, transparently, and in line with financial procedures.

Communication and Partnership Working

- Develop and maintain positive professional relationships with:
  - Individuals receiving support
  - Families and relatives
  - Advocates
  - Social workers
  - Healthcare professionals
  - External agencies and stakeholders
- Communicate effectively with colleagues through handovers, meetings, communication books, electronic systems, and reports.
- Share information appropriately to ensure continuity and quality of support.

Team Responsibilities

- Work effectively as part of a team to provide consistent, high-quality support.
- Attend and actively participate in team meetings, supervision sessions, appraisals, and training.
- Follow management guidance and organisational procedures.
- Support colleagues and contribute positively to team morale and service development.
- Lead by example and demonstrate professional conduct at all times.
- Use initiative appropriately while recognising the limits of responsibility and accountability.

Health and Safety

- Work in accordance with all health and safety policies and procedures.
- Participate in fire drills, emergency procedures, and health and safety training.
- Maintain a safe, clean, and welcoming environment for individuals, staff, and visitors.
- Report environmental hazards and maintenance issues promptly.

Training and Development

- Complete all mandatory training and refresher training as required.
- Participate in supervision, appraisal, and professional development opportunities.
- Maintain and develop the knowledge and skills required to perform the role effectively.
- Keep up to date with relevant legislation, guidance, and best practice.

Additional Duties

- Undertake delegated duties as directed by the Registered Manager, Care Co-ordinator, Team Leader, or Shift Leader.

- Participate in audits, quality assurance activities, and service improvement initiatives.
- Undertake any other reasonable duties consistent with the nature and level of the post.

Driving Responsibilities

Where required by the service, Support Workers may be required to drive company vehicles or use their own vehicle for work purposes, subject to holding a valid driving licence, appropriate insurance, and meeting company insurance requirements.

Hours of Work

- The role operates on a flexible rota system, including evenings, weekends, sleep-ins, waking nights, bank holidays, and public holidays as required by the service.
- Working patterns will be determined by the needs of the individuals supported and the service location.
- Occasional flexibility may be required to meet operational needs.

Annual Leave

- 28 days annual leave per year, inclusive of statutory bank holidays, based on a full-time contract.
- Annual leave entitlement will be pro rata for part-time employees.

Place of Work

The post holder will normally be based at their designated workplace within Kettonby Care Limited, which may be a Residential Service or Supported Living Service.

Occasional work at another service location may be required to meet operational needs, following appropriate consultation and in accordance with the employee's contract of employment.

General Statement
This job description is intended as a guide to the main responsibilities of a Support Worker and is not an exhaustive list of duties. The Company reserves the right to amend the duties and responsibilities of the role in consultation with the employee to meet the changing needs of the service.

Person Specification

Satisfactory clearance of an enhanced Disclosure and Barring service check	**Essential**
Educated to GCSE or equivalent	**Essential**
Care Certificate (or willing to work towards)	**Essential**

Level 2 or above in Health and Social Care or equivalent (or willing to work towards)	**Desirable**
Proven experience in health or care work	**Desirable**
Demonstrate an interest in working in this area and the ability to undertake the role	**Essential**
Good verbal and written communication skills. Sufficient to write clear, concise and accurate reports and to enable effective communication with a number of agencies	**Essential**
Excellent interpersonal skills with the ability to listen and interact effectively with and on behalf of customers and to react appropriately to a crisis situation	**Essential**
Flexible, adaptable, and tolerant to meet the needs of the service	**Essential**
Ability to attend, successfully complete and understand the need for mandatory training	**Essential**
Able to work within set procedures and systems	**Essential**
Able to provide 10yrs of employment history or equivalent	**Essential**