

Support worker job description

Summary of main responsibilities

Service Users
<ul style="list-style-type: none"> To ensure that there is a focus on fun, good health and enjoyment, providing people with a learning disability opportunities to expand their sphere of experience and to develop their lives in creative and imaginative ways.
<ul style="list-style-type: none"> To ensure service users within their home environment have the opportunities to learn new skills required to become as independent as possible within their home and community. This may involve assisting service users to arrange social events.
<ul style="list-style-type: none"> To support and respect the dignity of the service users at all times and to promote a positive image for them whilst out in the community. To help service users maintain good relationships with their neighbours in the local community and to support them in dealing with any disputes that may arise.
<ul style="list-style-type: none"> To assist service users with the general day to day management of their home e.g., supporting them to complete domestic chores.
<ul style="list-style-type: none"> To ensure that all service users have a Service User Care plan. To carry out the requirements of the plans and management strategies and to participate in service user reviews wherever possible. To ensure that Service User plans are evaluated at least once every six months.
<ul style="list-style-type: none"> To support service users within reviews and service users' meetings in order for them to help them express their views so that their needs can be met.
<ul style="list-style-type: none"> To escort service users on organised trips and holidays and to leisure and recreational resources which are appropriate and compatible with individuals' choices and preferences.
<ul style="list-style-type: none"> To assist service users in checking monies and support with budgeting. Being responsible for service user's money when out in the community. To assist in the completion of forms whenever necessary.
<ul style="list-style-type: none"> To ensure that service users are supported in maintaining healthy lifestyles and that primary care needs are met e.g., GP, dentist, chiropodist. To ensure that regular appointments are made when necessary and to document the outcome of all visits.
Home
<ul style="list-style-type: none"> To promote a positive image of the support offered within the service users' homes by Huntingdon Mencap to relatives, agencies or any other professionals you may meet in your role.
<ul style="list-style-type: none"> To assist in maintaining a clean, homely environment, whilst considering the capabilities of the service users and the issues of choice and dignity.

<ul style="list-style-type: none"> To ensure that all buildings and grounds reflect a 'quality' image. To report all maintenance repairs on the correct manner.
<ul style="list-style-type: none"> To assist in maintaining a secure/safe environment for the well-being of the service users and those who work within their homes. To comply with the requirements of employees under the Health and Safety at Work act and to report any health and safety concerns to your manager as soon as they come to your attention.
Staff
<ul style="list-style-type: none"> To be supportive of other staff members and to endeavour to develop open, trusting and supportive relationships with others.
<ul style="list-style-type: none"> To attend staff meetings, debating and raising issues on behalf of the service users in line with their needs.
<ul style="list-style-type: none"> To attend supervision sessions regularly, to contribute to these and to work towards all goals negotiated within this process.
<ul style="list-style-type: none"> To be aware of local support services e.g., psychologists, psychiatrists, community nurses etc. and to be aware of the involvement of any of these professionals with any of the service users. To liaise with external professional agencies as appropriate and to be aware of how their recommendations can be incorporated into the Service User plan.
<ul style="list-style-type: none"> To maintain satisfactory relationships with all parties involved in the day-to-day life of service users, including relatives, social workers and external professionals. To display a professional approach to all visitors to the home.
<ul style="list-style-type: none"> To ensure that all documentation and recording is in place. To supply written and verbal reports on service users whenever requested and to assist in the maintenance of service users' action plans. To alert your line manager if you have any doubts or concerns regarding the wellbeing of your service users during observations.
<ul style="list-style-type: none"> To observe strict confidentiality in respect of any information regarding service users and to ensure that any inappropriate hearsay is challenged.
<ul style="list-style-type: none"> Ensure that you are conversant with all Huntingdon Mencap policies and procedures and that you can follow the practices outlined in these documents. Ensure that your operational practices are to the highest level of professionalism.
<ul style="list-style-type: none"> To ensure that you are familiar with the content of the staff handbook.
<ul style="list-style-type: none"> To notify your line manager immediately of any complaint, be it verbal or written and irrespective of source.
<ul style="list-style-type: none"> To notify your line manager immediately with regard to any serious accident or contagious illnesses (actual or suspected) of service users and staff.
<ul style="list-style-type: none"> To notify your line manager of any staff shortages.

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| <ul style="list-style-type: none">• To participate in training events in order to develop your skills and abilities in working with your chosen service user group. |
| <ul style="list-style-type: none">• To be aware of and administer simple first aid and to be aware of when and how to access emergency services. |
| <ul style="list-style-type: none">• To seek guidance and advice whenever required. |

Equal opportunities

Huntingdon Mencap is an equal opportunities employer. We are committed to challenging any form of discrimination encountered and to achieving a working and living environment which provides equality of opportunity and freedom from discrimination on the grounds of race, colour, ethnic or national origin, religion, sex, class, sexual orientation, age, disability, marital status, special needs or membership or non-membership of a trade union.

Discrimination on any of these grounds will not be practiced or tolerated. All employees of Huntingdon Mencap are expected to adhere to this general principle and to accept personal responsibility for the practical application of the policy.

This job description is not exhaustive and is an outline of the current position. The document is intended as a guide as to the general scope of duties and not an inflexible specification.

It may be changed in detail of emphasis in the light of future changes and developments and the individual may be expected to take on other relevant responsibilities as directed by their line manager. The employee shares with the employer the responsibility for suggestions to alter the scope of duties.

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