



Job Description

Job Title

Support Worker

Reporting to

Manager

Purpose of the job

1. To assist the Manager in providing a home for service users that promotes a caring environment through high standards of professional practice.
2. To meet the holistic needs of service users in the home, and outside, in a way which promotes a person-centred approach, dignity, privacy, safety and independence.
3. To ensure the effective use of resources in providing support.

Principal duties

Management and administration

1. To have knowledge of the home's policies and procedures and to ensure that you comply with these.
2. To meet your responsibilities about health and safety issues.
3. To report to the Manager and malfunction of any systems, building elements, or equipment, including heating, lighting, fire, or security.
4. Ensure the security and confidentiality of records and information relating to the service.
5. To participate in training activities within the home as directed by the Manager and to ensure that you're statutory training requirements are up to date.
6. Ensure that all records are promptly, accurately, and legibly completed and that any other administrative matters are dealt with efficiently.
7. To attend staff meetings as required by the Manager.

Delivery of care to service users.

8. At all times whilst on duty, to deliver quality care to all the service users following the directions of the Manager as set out in the assessment of need.
9. Ensure that all the resources available for the delivery of care are used effectively and efficiently.
10. To deliver the planned care and support and to participate in the evaluation of the care of service users, including:
 - Assisting service users with daily living activities including dressing, undressing, bathing, and toilet.
 - Helping service users who have mobility and continence problems using the appropriate aids and equipment.
 - Caring for service users who are ill.
 - Supporting service users in physical and social activities
 - Ensuring that service users sleeping, living, and eating areas are safe, comfortable, clean, and free from odour.
 - Encouraging and support service users with feeding, preparing meals and refreshments.
 - Answering the telephone and calls at the door promptly and courteously.
 - Reading and preparing reports and taking part in service users' meetings

- Reporting immediately to the Manager any changes or factors which affect the well-being of the service users.
 - Undertaking any domestic or cleaning duties necessary to protect or enhance the well-being of the service users.
 - To act as key/co-worker
11. To meet professional and legal responsibilities regarding the storage, handling, and administration of medicinal products.
 12. To report to the Manager any concerns you may have regarding the ability of the home to meet the personal needs of any service users.
 13. To report to the Manager any defects in any equipment or system that you become aware of before leaving the home at the end of your work period.
 14. To ensure that all complaints you may receive and reported promptly to the Manager.
 15. To complete reports as required.

External relationships

16. To establish and maintain good relationships with service users' family, friends, and personal representatives; care professionals; representatives of the appropriate authorities; the local community and any other parties with which the home has dealings.
17. To always welcome and be courteous to all visitors to the home.
Other
18. To achieve the relevant qualifications and register with Social Care Wales
19. These duties are not exhaustive and may be amended from time to time to reflect the changing needs of service users as directed by the Manager. All duties will fall within the scope of your abilities.
20. To undertake wake night or sleep in shifts as required.

