

## JOB DESCRIPTION & PERSON SPECIFICATION – Support Worker

### **ROLE**

As a Support Worker you are entrusted and required to provide the highest standard of quality care to all individuals supported by Forevermore Care, by respecting and upholding their rights, choice, privacy and dignity. It is your duty to ensure all our individuals are empowered to be as independent as possible, therefore being able to discharge your assigned duties effectively.

Some tasks may not be specified below, but you are required to comply with the care plan located in the individual's home that gives a detailed description of care to be provided.

### **JOB DESCRIPTION**

- Providing emotional support to individuals
- Providing practical support for individuals, such as helping with household tasks and paperwork.
- Supporting and monitoring their healthcare needs, including administering medication and temperature checks.
- Supporting them to pursue hobbies and interests.
- Supporting the learning of new skills or gaining employment.
- Teaching life skills, such as budgeting and paying bills.
- Helping with everyday tasks such as meal preparation, writing a shopping list, going shopping or maintaining their housing tenancy.
- Helping them to access community facilities and be included in community groups.
- Understanding their communication needs and adapting your communication to each individual, e.g. sounds, tones, body language.
- Working with other professionals, such as doctors and therapists, to ensure consistency of support.
- Analysing an individual's and assisting with the ongoing updating of a focused support plan.
- Becoming both a role model and companion to the individual and uncovering shared interests, such as hobbies and outings.
- Working to care/support & positive behavioural plans effectively which will include managing behavioural needs effectively.

### **RESPONSIBILITIES**

- Always conduct yourself in a professional manner.
- Ensure the safety and security of our individuals is maintained at all times.
- Complete daily paperwork (both paper and electronic) accurately specifying all duties undertaken.
- Report and record changes in care and incidents to your line manager
- Wear appropriate PPE as advised by line manager.
- Report lateness, sickness or absence (as per company policy) to your line manager, giving as much notice as possible.

- Ensure you adhere to Forevermore Care’s policies and procedures at all times.
- Ensure you have a clearly displayed valid I.D card on arrival to individual’s premises or any other meeting/visit where you are representing Forevermore Care.

## **PERSON SPECIFICATION**

### **ESSENTIAL SKILLS, EXPERIENCE AND COMPETENCIES**

- Experience of care/support within the social care sector.
- Display a caring, compassionate, and empathic nature.
- Good understanding of English both verbal and written skills.
- Honest, trustworthy and polite.
- Excellent time keeping.
- Reliable, committed and responsible.
- Excellent communication skills.
- Ability to follow instructions.
- Ability to cope under pressure.
- Ability to remain calm and composed when faced with challenging situations.
- Ability to work alone or as part of a team.
- Ability to deal with behaviours that may challenge.
- Willing to undergo relevant training to enhance your knowledge and practice and attend all mandatory training.
- Undergo an Enhanced Criminal Records Disclosure.
- Prepared to work evening and weekends.

### **Desirable Qualifications and Experience**

- NVQ level 3 in Health and Social Care or above.
- Experience of working with people with a learning difficulty and/or mental health need.
- 2+ years’ experience working within the Social Care sector.