

Job Title Support Worker /Bank Support Worker

Reports to: Service Manager/Deputy/Team Leader

Purpose of Work: To provide agreed levels of support to people who use our services in order to achieve their individual goals and to lead full and productive lives as valued members of their community

Support to individuals

- 1 Support the service user, in accordance with agreed plans and in a manner which respects their dignity, promotes development of their independence and overall quality of life
- 2 Work positively with other staff to create an ordinary life for service users, ensuring community interaction and presence
- 3 If required act as Key Worker for a nominated service user (excludes bank staff)
- 4 Where required as part of the support plan, assist the service user in all aspects of their personal care as appropriate.
- 5 As appropriate, support the service user in keeping their home clean and tidy, which may include carrying out household tasks
- 6 Support the service user to develop their social and personal skills providing encouragement and support both within their home and in the community
- 7 Encourage and support the service user develop a range of meaningful leisure interests and activities
- 8 Play a role in the development of a Person Centred Plan with the service user
- 9 Where required and subject to demonstrating competence, support service users with their medication and record this using agreed procedures
- 10 Where appropriate support the involvement of families, friends, social workers, clinicians, advocates and other professional staff and assist the service user with their routine contact with GPs, dentists etc
- 11 Liaise with appropriate agencies concerning maintenance of the property as delegated
- 12 Where appropriate, support the service user whilst on their chosen holiday

Administrative responsibilities

- 1 Complete all necessary records relating to provision of the service accurately and timely and ensure that reporting systems are followed
- 2 Assist in maintaining accurate petty cash and other money floats as appropriate
- 3 Carry out designated duties such as menu planning, health and safety checks
- 4 Ensure timesheets are completed accurately and submitted promptly at the end of the month

Other duties and responsibilities

- 1 Attend and participate in regular staff team meetings (excludes bank staff)
- 2 Participate within supervision meetings
- 3 Where required sleeping-in duties on a rota basis, according to the needs of the service users
- 4 Work on a weekend, evenings and nights on a rota basis as required to meet the needs of service users
- 5 When working on a night shift as part of your rota, remain awake throughout the night to ensure that the service user is supported and maintain a safe and secure environment
- 6 Always present yourself in a manner which reflects positively on the organisation and service in which you work
- 7 Respect the confidentiality of the service user and comply with the Confidentiality Policy
- 8 Ensure the requirements and responsibilities within the Health & Safety Policy are adhered to at all times, promoting a safe working and living environment for both staff and service users
- 9 Be familiar with and comply with organisational policies and procedures at all times
- 10 Comply with the responsibilities and obligations of GSCC/SSSC Code of Practice for Social Care Workers
- 11 Where any breach of policies, procedures, Code of Practice or ethics are suspected, report them immediately through established procedures (e.g. Whistle Blowing or Complaints Policy)
- 12 Any other reasonable duties as requested by senior staff

Employee benefits and incentives

Incentives during your probation period include:

- £50.00 bonus for those who have had no sickness in a 6-month period
- Paid Birthday off.

Beyond the probation period, we offer further incentives to staff such as:

- Employee of the month – an employee is chosen each month and they receive a certificate for this with a personal gift from the company as a thank you for their hard work.
- Team of the quarter – a service/team is chosen each quarter who have gone above and beyond. Everyone in the team receives £25.00 per person to put towards a night out on us!
- A Day at the races – We have recently introduced a new event where each year the employees who have won the employee of the month for the past 12 months get a day out paid for at the races.



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