



## Support Worker Job Description

### Our Services

We offer day time services that encourage individuals with learning disabilities and/or autism, including profound and multiple learning disabilities, to take part in meaningful opportunities and activities in Taunton. We respect the individuality of each person and offer the freedom to express their personality and make informed choices about their care. We pride ourselves on our person centred approach and strive for excellence in all areas of service delivery.

### Job Summary

To be creative, innovative and engaging in providing all aspects of the day-to-day running of Compass Everyday. Promoting a caring environment, which provides customers with exciting ways to live the life they want. This will require a high standard of person centred care, meeting individual needs and ensuring everyone is treated with respect. Maintaining rights to privacy, independence and ensuring that choices are met. You will also be expected to carry out additional training in line with the requirements of the role. Support Staff will be responsible to the Service Manager and will work as part of a team to offer a professional, meaningful and personalised service to meet individual needs and wishes.

### Main Tasks and Responsibilities

#### Customers

- Actively engage with customers and their families to ensure Compass Everyday is safe, meaningful and enjoyable.
- Contribute to session planning and implementation to ensure activities are meaningful and in line with customer preferences. Activities may be centre or community based.
- Encourage individuals to make choices for themselves, develop new skills and interests.
- Support with medication in line with the Administration of Medication Policy and care/support plans.
- Assist with personal care ensuring that privacy, dignity and respect is paramount.
- Maintain customer's records and plans.
- Encourage and support customers and their families to play an active role in Compass Everyday.
- Contribute to the regular reviewing and updating of the personalised Support Plans and risk assessments.
- Seek guidance from senior members of staff if specialist advice is required or if you have any cause for concern.

#### Staff

- Attend all mandatory training sessions and follow up refresher courses as required to fulfil your role.
- Be aware of and abide by all relevant legislation and guidance particularly the Mental Capacity, Care and Equalities Acts.
- Participate in regular supervision meetings, annual appraisals and team meetings.
- Maintain a positive and professional image of yourself and the organisation including a high standard of personal hygiene.
- Comply with all company policies and procedures, Health and Safety Handbook and instruction.
- Promote and act at all times in accordance with the Equal Opportunities Policy.

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- Maintain up to date daily records and prepare any required reports. E.g. incidents, accidents etc.
- Ensure care plans and daily logs are completed in a timely manner
- Manage time efficiently and effectively.
- To be vigilant to potential safeguarding concerns and respond in accordance with the Safeguarding Vulnerable People Policy and Procedure.

## Confidentiality

You must have full awareness of the confidential nature of this post. Disclosures of confidential information or disclosures of any data of a personal nature can result in prosecution for an offence under the Data Protection Act 2018 or an action for civil damages under the same Act in addition to any disciplinary action taken by South West Independence Ltd which may include dismissal.

## Training

We place great emphasis on staff training and provide ongoing training to maintain and develop skills. All staff receive training in:

- First Aid
- Manual Handling
- Fire Awareness
- Care Certificate
- Health and Safety
- Safeguarding
- Whistleblowing
- The Mental Capacity Act
- Report writing
- Equality and Diversity
- Food Hygiene
- Infection Control
- Medication
- Communication
- Confidentiality

We also offer training in specialist areas such as Epilepsy, Diabetes, Autism and Moving People.

## Job Profile

### Daily Activities

Day to day delivery of the Compass Everyday service, including innovative and creative session planning and preparation.

Actively engaging customers in meaningful activities, delivering person centre care and support including personal care, food preparation and feeding support.

Actively supporting other team members.

Maintaining a clean and tidy environment.

Contributing to handover, updating handover records and customer care/support plans.

Complying with health and safety policies and procedures.

Completing internal record keeping tasks including Chorus (HR).

Working with the Service Manager to complete reports as required.

Clearing down at the end of the day and preparing for the next day's service delivery.

### When required

Actively contributing to customer reviews.

Attending team meetings, training and supervisions and appraisal in line with policy.

Flexibility towards rotaring.

To be fully aware of and able to fulfil your role as detailed in the Fire Evacuation procedure.

Other duties as instructed.

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## Person Specification

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| <b>Knowledge</b><br>Level 2 qualification or equivalent experience in Adult Social Care.<br>Relevant statutory legislation.<br>Health and Safety, First Aid, Administration of Medication and Manual Handling.<br>Food Hygiene and Infection Control.<br>Safeguarding, Confidentiality, Data Protection and Whistle-blowing.<br>Equalities, Care and Mental Capacity Acts.<br>Good understanding and knowledge of care.   | <b>Skills</b><br>Creativity and innovation.<br>Effective communication and time management.<br>Administration ability including literacy (for reading and recording information).<br>Working with customers with a range of learning disabilities and/or autism.<br>Excellent interpersonal and communication skills.<br>Person centred approach. |
| <b>Personal Attributes</b><br>Possess cultural awareness and lifestyle sensitivity<br>Be innovative and creative<br>Demonstrate sound work ethics<br>Be consistent and fair<br>Be compassionate and understanding<br>Be flexible, adaptable, self-motivated and able to remain calm under pressure<br>Ability to work independently and as an effective team member.<br>Disclosure and Barring Service (DBS) The post holder will be engaged in activity that will make them subject to an Adult and Child Workforce Enhanced Disclosure with barred list. Associated costs will be met by Compass Disability Services. |   |

This Job Profile is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the service. Substantial changes in the range of work undertaken will be carried out in the consultation with the post holder.

**Terms of Employment:** Permanent contract

**Salary:** Starting £9.00 PH rising to £9.14 PH on successful completion of probation

**Working Hours:** 16 - 35 hours per week as per advertisement or contract. (Core service hours are 8am to 6pm Monday to Friday with occasional evenings and weekend support for Progress customers)

**Probationary Period:** There will be a six month probationary period

**Annual Leave:** Annual leave is 25 days pro-rata plus statutory and Bank Holidays

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