

Post Specification

Post Specification - Key Information

- **Post Title:** Support Worker – Older Adults
- **Date:** February 2023
- **Post Group Number:** 6892
- **Job Family:** People Care and Development
- **Job Family Role Profile:** PCD3
- **Final Grade:** Grade 5 (inc JWC's)

To be read in conjunction with the job family role profile.

Service Area Description

Older Adults Residential Care, Cumbria Care, Provider Services

Purpose of this Post

To contribute to the delivery of high quality support and care to vulnerable adults providing support which allows them to maximise their remaining independence, quality of life, choice and control within an environment that offers safety and respect.

To maintain a healthy and safe environment, ensuring best practice and a high standard of care and professionalism for service users, staff, other professionals and visitors to the establishment.

To deal with emergency situations in a competent and professional manner.

Key Job Specific Accountabilities

This job and this description is a guide to the level and range of responsibilities the post holder will be expected to undertake initially and it is neither exhaustive nor inclusive and is subject to review periodically to meet changing circumstances and demands.

1. Provide personal care and support to meet the needs of Service Users with dignity and respect as agreed and written within their person centred care plan. This includes responsibility for:

- a. Administering prescribed medication and treatments (which could include creams and ointments) supported by Senior Support Workers and Supervisors where a service user is unable to do so in line with the council's agreed policy and procedure.
- b. Supporting service users with their hydration and nutritional needs and diet.
- c. Assisting service users with personal hygiene.
- d. Providing opportunities that will enrich the life of each individual by identifying and creating activities that are both stimulating and fulfilling.
- e. Being aware of behavioural changes in service users that might indicate a health/wellbeing concern

- f. Being a link worker for designated service users.
2. To accurately maintain service user records and care plans and to participate in service users' reviews in accordance with responsibilities. Inform the team leader / Supervisor, in a timely manner, of any changes in the service users' needs.
3. Safeguard the security and welfare of Service Users by reporting and acting accordingly to any mistreatment or suspected mistreatment in line with Safeguarding Policy and the Social Care Council Code of Practice.
4. Adhere to the infection control policy in particular by:
 - a. Maintaining high standards of personal hygiene
 - b. Wearing of protective clothing e.g. aprons and gloves
 - c. Observing laundry procedures
 - d. The management and control of continence
5. Take an active part in team meetings, supervisions and appraisals to ensure a full understanding of the standards expected to maximise the opportunity for development and to contribute ideas and views to help improve and develop the service. Support other team members by encouraging high standards and setting and delivering good practice.
6. Throughout all work activities, promote and demonstrate best practice and confidentiality in accordance with Cumbria Care Quality Assurance Procedures, to ensure compliance with the requirements of Care Quality Commission (CQC) and other regulatory bodies.
7. To be responsible for your own health and safety and that of other people in the course of your work ensure all activity within the home and its environment you undertake is carried out in a safe and proper manner in accordance with infection control principles and the Health and Safety requirements of Westmorland and Furness Council. Reporting any faults or defects in equipment or the building must be reported to the supervisor immediately.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** N/A
- **Staff Management Responsibilities:** N/A
- **Other:** N/A

Essential Criteria

Qualifications, knowledge, experience and expertise:

- Already achieved or commitment to undertake and achieve QCF level 2 (including achievement of level 2 functional maths) or an apprenticeship in a relevant care related subject
- Ability to attend and successfully complete mandatory training and annual competency assessments as directed by the manager and in accordance with council policies and procedures for example medication administration. In some circumstances this may include

specific training and competency assessments carried out by a registered health professional.

- The ability to undertake personal care with Service Users.
- An awareness of care practice and health and safety in a residential setting. Training and guidance will be provided on these areas during induction.
- An understanding of care in a residential setting.
- Good verbal and written communication skills
- Ability to listen.
- The ability to identify and respond appropriately to the changing needs of service users.
- To work effectively with colleagues, service users, other professionals and visitors to the home in a respectful and professional manner to continually improve service. To work on own initiative Commitment to Equal Opportunities

Disclosure and Barring Service (DBS) Checks

This post requires a DBS check.

The level of check required is

- DBS Enhanced – Adults

Job Working Circumstances

Emotional Demands:

- Regular exposure to emotionally demanding situations including some occasions where the demands are significant.

Physical Demands:

- Some considerable effort required working with service users for short periods in every shift

Working Conditions:

- High disagreeable, unpleasant hazards and considerable adverse exposure for short periods in every shift

Other Factors:

- You will be required to work shifts and demonstrate a flexible approach to work
- Willingness to undertake work at other Cumbria Care establishments within the district/locality to meet service requirements. (Each event / situation will be considered by management as to each individual's circumstances)