



Starcare Ltd  
Job Description

Position	Support Worker
Location:	As per Service Plan and Organisational Requirements
Conditions:	As per Company Policies and Procedures & Staff handbook.
Responsible to:	Training Officer
Reporting to:	Senior Support Worker/ Co-ordinator
Job Purpose:	To support other members of the team in the provision of care and support; ensuring Service Users retain as much of their dignity and individuality as possible as well as being involved in the general activities of the service.

Purpose of Position Held:

To improve the lives of vulnerable people by providing practical and personal support/care as defined by agreed support plan, reporting any issues requiring updating or amendment of a support plan. Your position will include working with people on a weekly or daily basis support. You will be visiting people in their own homes.

There are 4 'key result area's' that all support workers must achieve and adhere to:

SKILLS, KNOWLEDGE & QUALIFICATIONS:

Required:

- Genuine interest in working within a caring environment
- Good communication skills
- Good oral and written communication skills
- Team player
- Full driving license and full access to a vehicle
- Flexibility

Desired:

- Relevant vocational qualification
- Previous care/ support experience

**KEY RESULT AREA 1: Training and Development**

To undertake training and development required by Starcare Ltd to ensure competency within the position you are employed to undertake.

- Undertake company's full induction programme relating to the position held.
- Undertake training in personal care needs.
- You must not undertake any tasks/procedures that you have not been trained to provide.
- Comply with the company staff review and appraisal policy as defined at Induction.
- Undertake in addition to induction process specialised training to maximise knowledge and understanding of specific conditions.
- Identify personal development needs, communicating with company personnel on needs identified.
- Comply with Starcare Ltd's policies and procedures related to staff development.
- Undertake all training or development opportunities provided for staff development relating to your role / development.
- Attain qualification as required by company or registration body relating to service provided.
- Work as a team member, supporting colleagues as appropriate.

**KEY RESULT AREA 2: Quality Standards**

To comply and adhere to company policies regarding Quality and Standards

- Treat all service users with dignity and respect.
- Personally report any sickness and or absence according to company procedure.
- Ensure that your uniform, ID badge, appropriate footwear are worn at all times when on duty.
- Remove uniform and ID badge when not on duty (you must not wear uniform to carry out personal social activities at any time).

- Demonstrate good personal hygiene: Clean and tidy uniform / trousers and shoes. Nails / Hair etc
- Attend all company / team meetings unless absence authorised by Management (prior to meeting)
- Communicate in a timely manner with the office or person on call if you are running late or delayed at a service users home
- Carry company issued mobile phone where required
- Always act in a manner that will not and does not bring the company name into disrepute.

**KEY RESULT AREA 3: Service Plan**

Provide support for service users, predominantly older people, people with disabilities and or families; by assisting with personal care tasks or helping with household chores, social activities and companionship. There will be differences in the type of activities depending on the requirements of the individuals support plan.

- Respect and maintain the service users' dignity and privacy.
- 1<sup>st</sup> contact with service user will be to carry out 'safe and well checks'.
- Keep all service user information safe and confidential.
- Assist other staff e.g. head of services, co-ordinators, senior support workers and support workers.
- Provide personal care to service user as per support plan.
- Ensure support plan is meeting service user needs, where insufficiencies are found you must report this to management or senior on call.
- You may be required to liaise with people from other services such as; social services, housing officers and GP's,
- You must be sensitive to people of different backgrounds and be able to listen and communicate well with your service users.
- Generally, you will need to be a caring and patient with all service users regardless of condition / needs.
- Follow all company policies and procedures related to service provision.
- Prepare meals for service users or to feed service users
- Assist with medication / prompt medication as defined in service plan
- To provide practical support in the ways of shopping service/ light domestic as defined in service plan
- Communicate with appropriate company personnel regarding ideas or requirements to improve service delivery.

**KEY RESULT AREA 4: Maintaining Healthy and Safety**

Ensure that you maintain and work in a safe and healthy environment by following current Health & Safety legislation and company policies and procedures.

Ensure compliance with Starcare Ltd's policies and procedures related to maintaining a healthy and safe environment.

- Continually assess service user environment for safety risks and record/report according to company policy
- Use equipment supplied in each service users home as defined in the service plan
- Inform management of all incidents and accidents, ensure all are recorded in company Accident Book this will require you to attend the office to complete accident book.
- Carry out all duties in a safe manner as described and instructed at Induction and during training, this may be in-house or one to one with an experienced support worker or with a senior member of staff.
- Only use equipment that is appropriate to level of competence.
- Follow personal hygiene recommendations to ensure safe practice.
- Inform appropriate personnel of any health and safety improvements that can be made to improve service provision.

**GENERAL:**

This job description represents a general statement of duties of the position, due to the nature of employment and changing needs of service users it does not include all duties that may be required. It is inevitable that over a period of time the nature of an individual role will change and existing duties may be lost or other duties gained, without changing the general character of the duties or the level of responsibilities entailed. This job description may be subject to change or revision.

This job description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

Please add your signature and date indicating acceptance of this Job Description.

Signature: ..... Date: .....