



Hamelin Trust

Supporting individuals with disabilities and their carers

JOB DESCRIPTION

Support Worker

Job Title:	Support Worker
Accountable to:	Senior staff and Manager of Community Support Service at Hamelin Trust
Location:	Variable – based out of Billericay
Grade:	2
Hours:	<i>To be agreed</i>

Hamelin Trust has a duty to safeguard and promote the wellbeing of its service users and is committed to doing so. Hamelin Trust expects all staff and volunteers to share this commitment. All appointments are subject to satisfactory enhanced DBS disclosure & other safeguarding clearance.

Overview of the role

- To be responsible for directly supporting children and adults with a disability and assessed needs in their homes and the local and wider community; ensuring that they are safe, happy, and healthy and providing support within the building based Day Opportunities Service
- The support provided is often on a 1:1 basis and therefore can be a lone working role with support provided via a tier 1 and tier 2 on call structure.
- To be flexible in their working hours as agreed with the service manager. Hours are varied dependent on the clients assessed needs, including early mornings, evenings, and daytime hours. Alternate weekend working is required for permanent contracts.

Job Purpose and Responsibilities

- To be responsible for the planning and delivery of meaningful, innovative activities that support learning new and maintaining current living and independence skills while working towards agreed outcomes.
- To empower clients to make their own choices and engage in person-centred planning.
- To be able and willing to participate in a wide range of activities including swimming, local walks, bowling, and other community-based activities.
- To support clients with their complex needs and behaviours in a lone working role.
- To maintain confidentiality in line with Hamelin Trust policies and procedures.
- To report and record concerns and complaints, assisting with maintaining positive relationships between clients and their families and Hamelin Trust, professional colleagues, and all other stakeholders.
- To be included in an on-call tier 1 rota giving assistance to colleagues out of hours where required and once deemed competent to manage the additional responsibility through professional development and supervision.

- To have a full driving license and preferably access to your own vehicle for business purposes. The vehicle must be serviced in line with the manufacturer's recommendations, have a current MOT where required, taxed, and maintained to transport individuals during their support hours. To be able to drive a Hamelin Vehicle where the need arises. To carry out vehicle checks in line with Hamelin Trust procedures and report any defects.
- To fulfil keyworker responsibilities for a client(s), recording and updating records in relation to assessed needs in Hamelin Trust specific document.
- Support Workers will make sure clients rights are upheld and they are being treated with consideration and respect. Staff will follow current policies and guidelines in relation to safeguarding and whistleblowing. They will ensure they use effective communication skills and engagement, have knowledge of child and adult development, maintain professional boundaries, and follow all expected safe practises of the organisation and care sector.
- To work directly and indirectly with service users' family/carers and relevant agencies and services in order to ensure the individual is meaningfully supported in maintaining their safety, wellbeing and identified individual needs - so excellent communication skills are essential for this role.
- To actively engage in training and professional development as identified through supervision and individual support needs including first aid.
- To be willing and able to carry out first aid procedures in line with current practise when required as a lone worker. To carry out specialist healthcare tasks as identified for the individual in line with current practise procedures and on completion of identified specific training for the task. To support individuals with moving and handling alone in the home and community as per care plan and risk assessments.
- To dispense and administer medication alone, on completion of set training, as identified for the individual support both in the home and in the community. To ensure current legislation procedures and Hamelin Trust guidance is followed and accurately recorded. This would include any prescribed rescue medications as per protocols.
- To immediately raise health and safety issues/ safeguarding issues to the manager, senior team, or safeguarding lead.
- To assist with personal care in line with the clients' care plan ensuring their dignity is upheld.
- Meet key performance indicators as determined by the local authorities and other commissioning individuals.
- A support worker will be expected to perform other related duties as assigned by the manager or senior management team in order to deliver the needs of the service and their clients.
- Occasional sleep-in duties. Sleep-in allowance will be paid at a fixed rate per night. This rate covers the requirement to sleep in and up to 30 minutes call out per night. If the member of staff undertaking the sleep-in duty is required to assist service user for more than 30 minutes, then they will start to accrue pay at the normal rate.

General

- To keep well informed of and support others in the function of the care and support services and adhere to relevant legislation such as Health and Safety Act, Road Traffic Act, Data Protection Act etc. This list is not exhaustive.
- To have a general understanding of the legislation and regulatory requirements that are in place – such as the Health and Social Care Act and CQC standards for domiciliary care
- To maintain a professional approach at all times and to adhere to the policies and procedures of Hamelin Trust.
- To participate positively towards the ongoing development of the Services provided

- To complete relevant documentation regarding specific matters around the service user, their welfare, how they have spent their day and in relation to individual learning and care and support plans and to ensure that all appropriate records required by the Trust are maintained.
- To inform line managers immediately of any issues of concerns or complaints – including safeguarding concerns and accidents/incidents that may endanger the safety of service users and their carers who may also access Hamelin Trust services and support.
- To support individuals who may, due to the nature of their disability, engage in challenging behaviour
- To advocate for individuals who may require further advice with emotional or practical difficulties in relation to personal relationships, independent living and financial support for example, by signposting them to the appropriate professionals.
- To maintain an awareness of data protection issues and to ensure that all recorded information relating to service users is stored securely at all times

Person centred care and support planning and implementing agreed goals

- To recognise, respect and support each Service User’s cultural, religious, sexual and emotional needs
- To support Service Users in every aspect of personal care – where relevant
- To support people, where possible, to maintain links with family and friends and to maintain and develop social and support networks in their own communities and beyond.
- To involve Service Users in as many areas of person-centred care and support planning as possible
- To participate in a process of informal assessment to determine the individual wishes and needs of Service Users and the subsequent development of plans for Service users that focus on individual objectives/outcomes involving service users in this process as much as feasible
- To be involved in the development and implementation of detailed written guidelines for supporting people in a range of recreational, practical and learning activities and tasks.
- To use agreed daily recording formats to evidence the development of key skills/outcomes/objectives agreed in the care and support plan and where present the individual’s person-centred plan.

Training and Meetings

- Attending relevant training courses and staff development programmes when these are made available by Senior Staff and to take personal responsibility for maintaining their continuous personal professional development
- Active involvement in the supervision, appraisal and personal development planning processes
- Actively participate in the induction of new employees
- To maintain effective communication, staff are expected to attend regular meetings

All staff are expected to work in co-operation with Hamelin Trusts senior management, staff, volunteers, consultants and students as well as external multi disciplinary professionals

Any Other Duties

- The duties and responsibilities listed above are an outline only and may therefore alter from time to time in accordance with service needs and legislative requirements. Staff are

therefore expected to carry out any duties assigned by management which could reasonably consider falling within the scope of the job role.

Important Notes

All staff will be expected to work flexibly across the Trust. Staff will have a link based service and will be required to work a combination of shifts in keeping with their post. The pattern of shifts worked will be as service needs dictate. Staff will be expected to work in all Hamelin Trust services i.e. children and adult services/community (including service users own homes) and residential services and the Project Services.

Signature of member of staff.....

Name in capitals.....