



## Support Worker - Limewood

Job Description and Person  
Specification

**The Wrekin**  
Housing Group

# **THE WREKIN HOUSING GROUP**

## **Support Worker – Limewood**

### **JOB DESCRIPTION**

#### **Job Summary and Purpose:**

To ensure that residents are able to experience high levels of personal care and physical support as well as emotional & social care.

To ensure a safe and secure environment for the residents and to take appropriate action in the event of an emergency.

To ensure the effective delivery of a Domiciliary Care service within designated areas.

Contribute as part of a team to the effective operation of the home through the delivery of high standards of care to residents which are compliant with statutory, regulatory and organisational standards.

To provide care for the residents under the guidance and supervision of the homes management team and to undertake other activities to assist in the running of the home as required.

#### **General Responsibilities:**

- To provide services to all service user groups when required
- To maintain personal and professional development to meet the changing demands of the job
- Participate in appropriate training activities
- To maintain confidentiality and observe data protection and associated guidelines where appropriate
- To maintain all recording and reporting procedures

#### **Key Responsibilities:**

- To carry out personal care such as; assisting residents to get in and out of bed, to get dressed/undressed. Assisting service users with bathing, showering, toileting, oral hygiene and continence care.
- Encourage residents to use any assessed equipment to maintain their independence and mobility.
- Ensure that the residents are able to experience high levels of social support and stimulation to include escorting residents to social activities.
- Act as a keyworker for a number of residents within a defined cluster(s).
- Attending and contributing to reviews or multi-disciplinary meetings.
- Report any concerns, problems or changes in residents conditions, needs or circumstances to a member of the homes' management team.

- To read, follow and implement care plans.
- Follow approved guidelines to administer basic first aid to residents as required.
- To enable residents to plan meals which are wholesome and nutritious and to support them in the preparation of snacks and related domestic tasks.
- Maintain a professional relationship with residents and colleagues at all times and to undertake allocated duties in a correct manner.
- To answer the telephone and initiate any actions required as a result of any call.
- When required, escort residents to hospital or to any other appointments to ensure they receive appropriate medical care and attention.
- Ensure compliance with all departmental policies, procedures and legislative frameworks.
- To work flexibly on a rota basis to meet the needs of the service. This includes weekends, bank holidays and nights.
- Maintain confidentiality and observe data protection and associated guidelines at all times.
- Behave in a manner that reflects positively on the unit and the organisation at all times.
- To participate in supervision sessions with a nominated supervisor/manager.
- To attend and participate in training as required by the organisation.
- Any other duties that may be allocated from time to time that are appropriate to the grade of the post, although suitable adjustments will be made in line with the Equality Act.

### **Confidentiality:**

The post holder should ensure that they are familiar with and adhere to all of the Group's policies and procedures relating to confidentiality.

This Job Description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks which may be varied from time to time, following discussion with the line manager. Any variations will be subject to the operational requirements of the service and with the general profile of the post.

**THE WREKIN HOUSING GROUP**  
**PERSON SPECIFICATION**

**Support Worker**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"><li>• Willingness to achieve the Diploma in Health &amp; Social Care Level 2</li><li>• Knowledge and commitment regarding equal opportunities.</li><li>• Able to understand and follow instructions and policies.</li><li>• Able to use initiative.</li><li>• Organisational skills.</li><li>• Good written/verbal communication skills.</li><li>• Able to undertake all required training.</li><li>• Able to work as part of a team.</li><li>• A non-discriminatory approach.</li><li>• A commitment to a service which provides support to vulnerable individuals and which is respectful and according to the individuals' wishes and needs.</li><li>• Ability to work flexibly to include bank holidays, evenings, weekends and nights.</li><li>• Friendly and dependable</li></ul>	<ul style="list-style-type: none"><li>• Relevant care qualification (NVQ in Health &amp; Social Care Diploma).</li><li>• Mandatory training qualifications e.g. Fire Safety, First Aid, Food Hygiene and Manual Handling.</li></ul>