

## ROYAL BOROUGH OF GREENWICH

### JOB DESCRIPTION

**DEPARTMENT:** Health and Adults Social Care

**POSTHOLDER**

**SECTION:** Learning Disabilities In-House Provisions - Greenwich Living Options

**GRADE:** SO1

**POST DESIGNATION:** Support Worker

**REPORTING TO:** Residential Operations Manager or Assistant Residential Operations Manager

Purpose of Job:

Meeting the basic care and support needs of individuals and groups of residents with learning disabilities. Providing for all forms of care and well-being of individuals. Ensuring adults in your care are properly safeguarded, socially included, treated with dignity and respect and valued at all times.

To pay due attention to Health and safety matters as they may affect residents in your charge; and all council related policy and procedures, CQC and good practice guidance.

Using strength-based approaches, ensure the recreational, spiritual, social and emotional aspirations of residents, are a focus of your care and that it recognises potential opportunities for building their resilience and independence.

This post is not permanently attached to a specific house and the post-holder will be required to work in other locations as directed by Managers and based on the needs of the wider service.

Main Duties:

1. To be a keyworker for residents incorporating all aspects of daily lifestyle i.e. personal care, health management, administration of medication, money management, daily living skills.

2. Development of resident's independence by providing support and care that meets individual needs. This includes all aspects of personal care which will include bathing, lifting, toileting (supporting with incontinence) personal hygiene, feeding, dressing and personal appearance, and shaving.
3. Promote and develop opportunities and achievement of goals through provision of support to access the community via educational, recreational, social activities and local services.
4. Be responsible for the use of assistive technology to enhance the resident's independence or in line with their care plan and health needs.
5. Promote the independence and wellbeing of the resident through contact with the person's wider circle of support including friends and families and their social network.
6. Enable residents to express their rights, choices and their aspirations as detailed in their care plan. Provide and enable access to advocacy as an additional means of expressing these.
7. In consultation with the resident, create a schedule of meaningful activities, personalised to their likes, dislikes, needs, and abilities, helping them to try new experiences and continue to take part in the hobbies and activities that they enjoy as part of their care plan in order to meet their goals and aspirations.
8. Adapt to changing needs of resident e.g. increase/decrease dependency levels, according to their needs and wishes and strengths.
9. To be responsible for the safe administration of medication in accordance with the Medication Policy and instructions of the professional prescriber.
10. To share in the house practical tasks and support resident, if they wish, in e.g. cooking, cleaning, to set standards, gardening and laundry, etc.
11. Ensure safety of residents, property and premises through assessment of risk and reporting and recording of all emergencies, maintenance needs, incidents and accidents in accordance with organisational procedures.
12. To encourage and maintain good communication and working relationships with all disciplines involved with the care of residents, in particular the Integrated Community Learning Disability service.
13. To carry out administrative procedures already established i.e. handling and recording petty cash, to maintain household written records such as diaries, communication books, resident files and financial tasks in accordance with the needs of the service – including being accountable for the receiving and safe keeping and safe spending of residents cash monies or debit card.

14. Able to work flexible shift patterns which will include weekends, bank holidays and sleep-ins and leading the shifts when required to and working within a team. To receive direction as required to work through tasks without supervision.
15. To ensure that all accidents are reported in line with the management of accidents, incidents and near miss reporting.
16. To adhere to Greenwich Living Options and Royal Borough of Greenwich's policies and procedures; in particular the GLO Personal Boundaries policy, GLO Handbook; and the Council's code of conduct for staff.
17. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses including Fire Training, Moving and Handling and take precautions to avoid injury or hazard to residents, staff and visitors.
18. To participate in departmental staff meetings and supervision sessions with the Residential Operations Manager or their deputising officer (or line manager) in line with RBG policy.
19. To have due regard for adult safeguarding protocols and to ensure the safety, welfare and dignity of all residents are consistently maintained and promoted; where this is breached, to alert, record and report to relevant personnel as per the safeguarding policy.
20. To uphold the council's Equality and Diversity Policy and to challenge discrimination and injustice wherever this might occur in the course of your duty.
21. To ensure that all work complies with Council policies and procedures and statutory obligations are met. Compliance with CQC requirements is essential to practice and operations.
22. To undertake any other work appropriate to the level and general nature of the post's duties.
23. Effectively dealing with people both face to face and on the telephone or using online electronic systems.
24. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses.
25. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities.
26. To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
27. This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 or as prescribed in the Police Act 1997 (Criminal Records)

regulations. A DBS enhanced with barred list check, is an essential requirement for this role.

28. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct in order to meet service user demand in the event of a crisis or emergency.

## Person Specification



<b>Job Title</b>	Support Worker
<b>Grade</b>	SO1
<b>Service/Section</b>	Learning Disabilities In-House Provisions - Greenwich Living Options
<b>Directorate</b>	Health and Adults Social Care

**Method of Assessment:** AF= Application Form, T = Test, P = Presentation, I = Interview  
**Shortlisting Criteria:** Essential criteria assessed via application form should be used to shortlist.

<b>Criteria</b>	<b>Essential/ Desirable</b>
<b>Knowledge</b>	
Minimum qualification of NVQ level 2 in Health & Social Care or the ability to demonstrate equivalent qualification at this level	E/AF/I
<b>Skills and Abilities</b>	
Good organisational skills – able to prioritise work, able to organise and maintain and operate ICT or other recording/assistive technology systems	E/I
Good level of accuracy, literacy and numeracy so as to input data, write routine correspondence, produce documentation/records and record data	E/AF/T
Able to communicate confidently, professionally and communicates well with others, listening to their needs and conveying information clearly and accurately.	E/AF/P/I
Ability to be creative to ensure that service meet the needs and rights of the resident. Prioritises needs, responds positively to making and implementing improvements.	E/AF/P/I
Ability to work a flexible shift pattern which includes weekends, bank holidays and sleep-ins	E/AF/I
Works to a high standard to meet organisational objectives, targets and priorities whilst offering guidance and support to others.	E/AF/I
<b>Experience</b>	

1 years' experience with this client group, preferred but not essential.	D/AF/I
<b>Equal Opportunities</b>	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E/AF/I
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E/AF/I