

# Westhope Care Ltd

## Job Description

<b>Post:</b>	Community (Domiciliary) Support Worker
<b>Accountable to:</b>	Domiciliary Care Manager
<b>Basic:</b>	Flexible hours. To provide 24 hour support which includes unsocial hours, weekends, bank holidays and sleep ins.

### **Purpose:**

To support people with learning / physical disabilities who are living in their own homes in a way which respect their dignity and promotes independence.

### **Responsibilities: Care and Support**

- To assist the service user to develop independent living skills in budgeting, food, shopping, meal preparation, paying bills etc.
- To encourage and support the independence of each individual, recognising and building on existing skills, setting up and monitoring teaching plans to develop new skills.
- Undertake the role of key worker for designated service users and ensure that your role is clearly understood by the service user.
- Using person centred planning, agree and monitor the plan with the service user, ensuring that all written records are in a format that is understandable by the service user.
- Support the service user to manage their own medication as far as they are able. Once trained, administer medication in accordance with Westhope's policies and procedures and adhering to the medication policy and guidelines at all times.
- To support the service user in understanding and maintaining the terms of their tenancy agreement, including supporting and assisting service users in cleaning their home, to ensure risks are discussed with the service user and risk assessments are in place, which manage risks and promote independence and safety.

- To support contact with relatives, friends and volunteers and to maintain / develop a range of relationships within the community.
- To be aware of and respond to the individuals method of communication and show a respectful, positive attitude to the service users.
- To be aware of and work within Westhope's policies and procedures including the regulations of the **Health and Safety at Work Act 1974**.
- To take up relevant opportunities for training and development.
- Ensure the service user is involved in decision making which affects them.
- Ensure the individual is involved in determining their own routine – what, when and how they do things.
- To undertake sleep-in duties.
- Assisting the service users with transfer e.g. bed to chair using suitable equipment identified following an assessment.
- Helping the service users with washing, bathing and grooming. Dealing with laundry as a result of incontinence in a suitable and safe manner.
- Supporting the service user to dress and undress.
- Assisting the service user with use of the toilet.
- Assist the service user with eating and drinking.
- Assist the service user with democratic rights e.g. escort to polling station. Assist with postal ballot.

### **Communication:**

- Participate in staff and service user meetings as and when required.
- To advise the Manager of any significant risk to a service user as soon as reasonable practical.
- The post holder will act on own initiative on day to day issues, but must inform the Manager he or she considers serious.
- To meet with the Manager for regular supervision sessions as agreed.
- In the event of a serious accident, contact appropriate outside agencies such as GP's, hospital, Fire Brigade or Police as well as the Manager.

### **Administration:**

- As far as possible, any records which are required for a service user will be written up by the support worker with the service user and kept in the service user's own home.
- To complete all records as required.
- To carry out written risk assessments in line with Westhope's guidelines with service users for specific situations.
- To write and submit an accident report in line with Westhope's guidelines.

### **General:**

- This post requires a flexible approach to working patterns and duties. Responsibilities may vary.
- To be flexible as the service user's needs, interests and preferences change and to support their choices.
- To take up all opportunities for training and development.
- To maintain the confidentiality of all information concerning service users. All staff are expected to respect the requirements under the **Data Protection Act 1998**.
- To undertake any such duties as are required and are appropriate to the job when time permits.
- To support the service user to reach their goals and fulfil their dreams and aspirations.

**This list is not exhaustive but is a guideline to indicate the main areas of responsibilities. You may be required to undertake other duties determined by the Manager.**