

## **JOB DESCRIPTION**

**JOB TITLE:** Support Worker  
**ACCOUNTABLE TO:** Registered Home Manager  
**RESPONSIBLE TO:** Registered Nurses

### **Exemplar Health Care Values:**

- Our enthusiasm
- Our perseverance
- Our willingness to challenge
- Our desire to improve the lives of others

We provide specialist nurse-led care for adults with complex needs arising from enduring mental ill-health, neuro-disability, profound learning disability and autism, brain injury and stroke.

Our mission is to make every day better for every one we care for and work with. At Exemplar, we enhance the lives of our services users, families and staff by providing everyone with the opportunity to develop, grow and reach their potential - irrespective of health or ability.

## **JOB SUMMARY**

To be an active and engaged member of the nursing team and wider multi-disciplinary team in Exemplar Health care. Be personally committed to the providing purposeful and meaningful activity to enable service users to enjoy a more fulfilling life. Identify opportunities to promote independence, life skills and informed choices in accordance with the individual care plan. Working in collaborative partnership with the service user will involve them in every aspect of their care; will seek opportunities to deliver interventions to promote the person's physical and mental health and participation in everyday community activities, employment opportunities, and social and leisure activities.

## **KEY RESPONSIBILITIES**

Specific responsibilities include, but are not limited to, the following:

- Provide the highest standard of direct physical care and support to meet the individual needs of service users
- Demonstrate leadership behaviour in interactions with staff and service users
- Contribute to creating a culture of transparency, openness, safety and collaboration with service users
- Plan facilitate and contribute to the provision of a flexible, service user centred programme of therapeutic activities, with a recovery and enabling focus, for individuals and groups of service users
- Champion service users' rights for social inclusion and work with the nursing and other clinical professionals to optimise opportunities for this

- Promote health through activity and support other team members to expand the opportunities for activities that promote recovery and wellbeing
- Take an active role in service development, staff meetings and clinical governance meetings
- Contribute to the team's efforts to ensure the environment can be least restrictive and maximises positive risk taking.
- To demonstrate respect at all times toward service users, their relatives and external parties.

### **Clinical and therapeutic**

- work as part of a team to provide respectful and dignified physical health care to service users who require support with their own physical care.
- positively promote recovery, empowerment and social inclusion by focusing on the direct needs of service users. Ensuring that service users are supported to be as independent as possible.
- implement specific aspects of the multi-disciplinary treatment plan as directed by the nurse-in-charge.
- provide a range of therapeutic activities - graded to reflect service user choice, ability, limitations, enabling and guiding individuals to achieve their goals.
- work effectively as a member of the team to provide a range of unit or community based activities that develop independence, promote recovery and wellbeing, and that encourage service users' participation in 'ordinary' community social and leisure activities
- provide regular and practical support to service users in developing optimal independence, and maintaining dignity and self-respect. This may include support with tasks for daily living and home management e.g. budgets / cooking / cleaning.
- contribute information and observations and provide feedback on service users' physical and mental health functioning to inform nursing assessments
- on behalf of the multi-disciplinary team, implement and evaluate agreed therapeutic interventions that support the service user to achieve agreed goals.
- Contribute to written or verbal reports as required regarding service users' occupational performance, and progress, in areas of self-care/maintenance, leisure and productivity, and ensure that up-to-date written records are maintained in accordance with local standards.
- support and contribute to the completion of assessment and outcome measurements
- Undertake other delegated tasks to contribute to the safe and smooth running of the service.

### **Relationships**

- Develop effective therapeutic relationships and gain positive engagement with service users
- Maintain positive relationships with other members of the nursing team, ensuring that team work and sustained high functioning teams are a key feature of our services.
- build relationships with external visitors to the service such as family member of service users, visiting professionals and other personnel from Exemplar Health Care.
- Help the service to build links with external organisations that can assist in increasing opportunities for service users to access specialist community support, non-specialist services, education and employment opportunities, and leisure and social resources.
- work with other members of the team to provide, or assist service users to access, information on health promotion and obtain information that will enable them to access resources.

## Health and Safety

As an employee of Exemplar Health care, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the service, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions..
- Recognise the personal right of the service user to positive risk taking in promoting their own recovery, working within identified guidelines.
- Have a general duty to take reasonable care for the health and safety of self and others who may be affected by their acts or omissions at work. All safety rules, regulations and codes of practice relating to the work area should be observed.
- Report all accidents, dangerous occurrences, incidents and hazards in line with company policy.
- Respect confidentiality relating to information gained through employment with Exemplar Health Care and to ensure information is not disclosed to any unauthorised person/agency.

## Conduct and Competency

- maintain confidentiality and a high professional standard in service user care at all times.
- follow company policies and procedures and maintain up-to-date skills and knowledge through participation in continuing practice development.
- respect the individuality, values, cultural and religious diversity of clients ensuring one's own practice is sensitive to these factors, and contributes to the provision of a culturally competent service.
- be alert to potential ethical dilemmas and sensitive situations, discussing these with colleagues, seeking guidance as necessary, and recognizing limits of own experience knowledge and competence.
- review and reflect on own practice and performance through effective participation in clinical supervision.
- keep a record of training and development activities.

This job description is not exhaustive and is subject to regular review and appropriate modification. The post holder may be required to undertake other relevant and appropriate duties as reasonably required.

I confirm I have read and understand this Job Description

Name of Post holder: .....

Signature: .....

Date: .....