

## **JOB DESCRIPTION**

**Job title:** Support Worker

**Reports to:** Care team leader

**Accountable to:** Home Manager

**Location:**

### **Main Purpose and Scope of the job:**

The post is for a Health Care Assistant/Support Worker who wants to gain or further their experience and skills in a nursing environment. The post holder will assist the Registered Nurse and care team in the assessment of care needs, and the implementation of programmes of care. The post holder will be expected to demonstrate a good range of clinical and interpersonal skills and must be willing to teach and/or support other colleagues and learners within the remit of their experience and training. The post holder will also be expected to be a good role model and to treat all colleagues, visitors and service users with tact and courtesy. The post holder will contribute to ensuring compliance with regulatory requirements for quality and safety and meets CQC expectations.

### **Exemplar's Vision**

Every Exemplar home delivering outstanding care and significantly improving lives. We are the first choice for those who commission care for adults with complex needs.

### **Exemplar's Mission**

We make every day better for everyone we care for and work with.

### **Exemplar Health Care Values**

Our Values express what it is like to work in our organisation and our colleagues should role model these in everything they do:

- Fun
- Integrity
- Responsive
- Success
- Teamwork

**Fun:** we encourage a fun environment for those who care and those cared for to promote good health and happiness.

**Integrity:** we promote trust by leading through example, we will tell the truth, be honest and act with transparency, always, no matter how difficult, we are loyal to those we care for and work with.

**Responsive:** we have a listening culture and when we hear something is needed we respond quickly, diligently, and always with a smile.

**Success:** by always doing our best we aspire to be outstanding and seek to inspire others, we are driven to do our best and will strive to make every day better for all our people, we work towards a culture of continuous improvement individually, as a home and as an organisation.

**Teamwork:** we are kind, committed and always there for each other, we work together to support one another in all we do health or ability.

Our approach reflects the philosophy and principles of care where individuality, choice, dignity, and respect are all celebrated

### **Key Responsibilities**

- Assist the registered nurse and the wider care team in the delivery of service user care
- You will be expected to undertake personal care of male and female service users as part of the role which could include washing, dressing, providing support with toileting and if required continence care, oral care, grooming, use of specific equipment to move a service user safely and supporting service users to eat and drink.
- Be aware of and keep up to date with and adhere to documented plans of care.
- To provide advice and education to service users, colleagues and learners within the home as required and within the scope of your role.
- To promote and maintain communication networks across and throughout the multidisciplinary team both within and external to the home.
- Be able to prioritise their own workload and of those working with them such as learners and Healthcare Assistants.
- Assist the nurse to delegate what colleagues to what duties and ensure the smooth running of the unit.
- Recognise when service users or colleagues may need additional support or training and alert the nurse/management team to this.
- Carry out nursing care to the highest possible standard according to Exemplar Health Care policies and practice and clinical guidelines. This requires a thorough understanding of policies and guidance related to for example: infection control, hygiene and individualised needs and care requirements.
- The post holder may be expected to work across other Exemplar Health Care sites as the service needs dictate.
- To ensure that all equipment is maintained and any faults immediately reported.

### **Essential skills & knowledge required**

- The post holder will have knowledge of nursing care and will be able to assist in the care of a service user from admission to discharge.
- Will be able to mentor learners and colleagues to ensure that they receive the best possible experience from their employment.
- To know what individualised care is and how to ensure that this is planned, delivered and evaluated.
- To know manage situations where people may present with challenging behaviour and to know when to call for assistance/advice as needed.
- Adhere to uniform policy at all times.
- Comply with regulatory requirements for quality and safety and meet CQC expectations.
- Liaise with the management team of the home to assist with proper admission procedures discharge planning and implementation.

## Qualifications and Training

- NVQ or equivalent in health & social care is desirable
- Commitment to comply with all planned mandatory & non mandatory training within Exemplar Health Care.
- Assist with the delivery of “on the job” training commensurate with your role
- Identify any training needs for the care team and yourself.
- Assist with the supervision process as directed, commensurate within your role, and training.
- Strong Service User care focus.
- Excellent written and verbal communication skills.
- Able to coach and motivate others.
- Commitment to become familiar with the Fundamental Standards set out in the Health and Social Care Act 2008, and CQC’s expectations for a safe, effective, compassionate, high-quality care service.

## Health and Safety

As an employee of Exemplar Health Care 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 the organisation and to ensure information is not disclosed to any unauthorised person/agency.

## Safeguarding

Colleagues are required to take responsibility in all areas of work for safeguarding people at risk (both adults and children) from any form of abuse or neglect. When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014) and Mental Capacity Act 2005, which incorporates the Deprivation of Liberty Safeguards (DoLS).

To comply with the Exemplar Health Cares Safeguarding Children and Adults policies, procedures and protocols, all individual colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults

This will require you to:

- Ensure you are familiar with and comply with local Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Local Multi Agency Safeguarding Vulnerable Adults plans and procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct.

Exemplar Health Care is committed to safeguarding all children and vulnerable adults and expects all colleagues and volunteers to share this commitment.

### **Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This job description may be subject to 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: .....

## Person Specification – Support Worker

### Qualifications

| Qualification               | Essential | Desirable | How assessed |
|-----------------------------|-----------|-----------|--------------|
| NVQ in health & social care |           | Yes       | Certificates |
| Good General Education      |           | Yes       | Certificates |

### Skills and experience

| Skills and experience  | Essential | Desirable | How assessed            |
|--|-----------|-----------|-------------------------|
| Demonstrated Continuous Improvement  |           | Yes       | Application, interview  |
| Works under own initiative   | Yes       |           | Application, interview  |
| Care experience within a repeatable health care provider                     | Yes       |           | Application, interview  |
| Excellent communication skills   | Yes       |           | Application, interview  |
| Have delivered and understand what personal care is                          |           | Yes       | Application, interview  |
| Basic first aid knowledge  | Yes       |           | Application, interview  |
| Previous supervisory experience within health care                           |           | Yes       | Application, interview, |
| Understanding of regulatory requirements for quality and safety and meet CQC |           | Yes       | Application, interview  |
| Adaptable to change  |           | Yes       | Application, interview, |
| Time management skills   | Yes       |           | Interview               |

### Attitude and Behaviours

| Attitude and Behaviours                      | Essential | Desirable | How assessed           |
|--|-----------|-----------|------------------------|
| Demonstrates the Exemplar Health Care values | Yes       |           | Interview              |
| Flexible                                     | Yes       |           | Application, Interview |
| Can-do attitude                              | Yes       |           | Application, Interview |