

Job description and person specification

- 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 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.

About Exemplar Health Care

Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex and high acuity needs, arising from neuro-disability, brain injury, spinal injury, stroke, mental ill-health, physical disability, learning disability and/or autism and complex dementia.

Our community-based homes and OneCare services provide person-centred care and rehabilitation that focuses on maximising independence, building everyday living skills and empowering people to live as fulfilled lives as possible.

We support people on their journey from being in hospital or living in a secure setting to community and independent living, as well as offering longer term support for people living with degenerative or life-limiting illnesses.

Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support *and* our colleagues.

Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make these a part of everything that they do. We're looking for people whose personal values match our values of:

- Fun
- Integrity

- Responsive
- Success
- Teamwork

Read more about our values [here](#).

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 and 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 Care 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