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| **Job Title** | Support Worker (Days) |
| **Responsible to** | Service Manager, the People we support and families |
| **Responsible for** | The people we support |

**Your role**

To work under the guidance of the manager, deputy managers, registered nurses and senior support workers in order to provide excellent, person centred support, which is both safe, in line with individual care plans and in accordance with our policies and procedures.

Helping people who have complex needs and life limiting conditions, many of whom have sight loss. You will support people with all aspects of physical daily living activities, including meals times, personal support and accessing activities both on site in our day service and in the wider community.

As part of a person centred team you will help people we support to plan and achieve their wishes, desires and goals, ensuring they get the best opportunities out of their lives.

Prioritising your workload, attention to detail, accomplishing tasks and showing pride in your work are essential attributes required of the job holder.

# Your responsibilities

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| **Quality:** We provide a high quality nursing care service, including palliative care, to people we support who have progressive neurological disabilities. Physiological, social and spiritual support are central to enable this service to provide the best quality of life consistent with current professional knowledge and best practice. |
| * To ensure the support we provide is not just in line with but champions the following quality statements:

My support is about me. I am as healthy as I can be. I am happy fulfilled and have a meaningful life.I have choice and control over what is important to me.My person centred support team enjoy supporting me and my family.I am supported to feel safe inside and outside of my home.* To take personal responsibility for the quality of care and support you deliver.
* To provide personal support and care to people we support in a manner that respects their dignity, privacy and choice at all times.
* To safeguard and promote the welfare of the people we support.
* To help the people we support plan towards and achieve their goals.
* To support activities, such as therapy, learning and social engagements.
* When required assist the people we support to prepare for and attend reviews and appointments and act professionally at all times.
* To ensure the people we support and their families are treated with respect, dignity and equality.
* To work in accordance with SeeAbility’s values as detailed in the person specification.
* To be responsible for your own health and safety and that of anybody else who may be affected by your acts or omissions.
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| **Influencing:**We ensure that all staff and volunteers working at Heather House, and external providers associated with us, are aware of the complex and changing needs of the people we support and work with. Specifically with regard to CLN3 (Juvenile Batten Disease) |
| * Help people get the very best out of every day by being flexible, listening to, and understanding, the impact of their individual condition to enable us to improve the way we provide support
* Speaking up about support that you may have concerns about, using your voice to influence evidence based outcomes
* When sharing any work related information, ensure confidentiality and data protection law are adhered to at all times.
* To develop and maintain skills, knowledge and competency with regard to Heather Houses healthcare protocols and standards.
* Supporting loss and grief issues for individuals, at all times demonstrating empathy, patience and care for others.
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| **Sustainability and Talent:** We recognise the contribution of our colleagues (paid and unpaid) and the need to ensure that we all have a voice, are listened to, valued and afforded dignity and respect for our own contribution. A strong and resilient staff team is essential to provide the highest levels of care in this unique service. |
| * Working within the boundaries of support plans, protocols and policies so that risks are kept low and opportunities increased
* To complete all appropriate records for individuals, including daily written records of care and support given and in accordance with any operational instructions received, ensuring information is shared appropriately with other team members
* To be responsible in completing and keeping up to date with all necessary training
* To attend, actively participate in and contribute to meetings.
* To take responsibility for using resources wisely and reporting and concerns regarding the safety of equipment.
* Working as part of a team that strive to support each other
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| **Partnerships:** We strengthen the impact of organisations and individuals who help us achieve our objectives. |
| * To maintain a polite, friendly, courteous and helpful manner at all times when on duty.
* Demonstrate an awareness of the well being and status of people you support whilst on duty and be able to provide accurate information to parents and other stake holders.
* Understand your own limitations when holding conversations with stake holders and know who else to seek out to ensure appropriate levels of support are offered
* To work in a professional manner with all colleagues, contractors, volunteers and visitors, ensuring communication is clear and supportive of the working relationship
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**Your knowledge, experience, skills and values**

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| **Knowledge & qualifications** | * QCF in Health & Social Care level 2 Diploma or willingness to undertake this (D)
* Understanding of Health and Safety legislation (D)
* Knowledge and understanding of visual impairment (D)
* Knowledge and understanding of epilepsy (D)
* Full UK, manual, driving license (D)
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| **Experience** | * Experience of working with people with complex needs (D)
* Social care experience (D)
* Experience of supporting people with sight loss (D)
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| **Skills & attributes** | * Flexible to the service requirements (E)
* Attention to detail (E)
* Ability to follow instructions (E)
* Physically fit and be able to cope with the demands of the post (E)
* Basic I.T. abilities (E)
* Respectful (E)
* Encouraging (E)
* Resourceful (E)
* Advocating (E)
* Empathetic (E)
* Time keeping (E)
* Emotional resilience (E)
* Good written and verbal communication skills in English with the ability to write accurate reports and records and adapt style of communication when necessary (E)
* Ability to maintain confidentiality when dealing with personal matters (E)
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| **Our Values** |
| **We are Brave** | * We believe in being different: We seek new ways of working, thinking and ideas. We want to be extraordinary.
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| **We are Passionate**  | * We want to make a difference. We work as a team to improve for the greater good, not only for the people we support but for our team and SeeAbility as a whole. We are completely committed to each others success.
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| **We are Creative**  | * We are enablers. We create solutions by thinking and acting differently. We break down barriers. We don’t see rules as boxing us in, but as the norms that evolve with us on our way to being the best.
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| **We do what is right** | * We lead by doing the right thing. We are dependable and believe in delivering on commitments and using sound judgement and common sense to determine what is right.
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