

|  |
| --- |
| **ROLE PROFILE** |
| Role title | Support Worker |
| Grade | AS 2A |
| Division/service | Aspire services  |
| Directly responsible to | Team Manager |
| Directly responsible for | Frontline care delivery  |
| Hours of duty | 36 (various) |

|  |
| --- |
| **Primary responsibilities of the role** |

|  |
| --- |
| * Implement person- centered approaches at all times.
* Front-line delivery of the service, including attending to the personal needs of people supported.
* Contribute to national occupational standards of care to meet physical, emotional, social and leisure needs.
* Actively contribute to the provision of services that supports people’s independence and wellbeing.
* To consistently meet the role competencies through continuous development.
* To support and contribute to the development and growth of the service in line with the strategic plans and priorities of Aspire.
 |

|  |
| --- |
| **How you will demonstrate success in your first year** |
| A colorful ribbons with text  Description automatically generated with medium confidence | You understand and demonstrate professionalism with all stakeholders, including communicating in an open and effective way and upholding and promoting equality, diversity and inclusion.  |
| A colorful ribbons with text  Description automatically generated with medium confidence | You will promote the positive self-image of the people you support so they can reach their full potential. You will engage in the organisations digital transformation by using all available electronic tools, including care planning software, and computing devices. You will take responsibility for your own learning and seek opportunities to further enhance your continual professional development.  |
| A colorful ribbons with text  Description automatically generated with medium confidence | You will be able to demonstrate within your service area a commitment to high quality and consistent care and support. You will demonstrate this through your values and behaviours as a role model to colleagues and the people you support.  |
| A colorful ribbons with text  Description automatically generated with medium confidence | You will understand your individual responsibilities and the wider service requirements. You will be accountable for maintaining a high standard of professionalism and upholding the Code of Conduct for Social Care Workers, including [ENTER] |

Version 1 – February 2024 1 of 2

|  |
| --- |
| **Main duties and responsibilities/accountabilities** |
| **Strategic priorities** |
| 1 | Provide a warm, welcoming, positive, and enabling environment for all who use the services. |
| 2 | Promote the health, safety and wellbeing of vulnerable adults in line with our Safeguarding policy and procedures. |
| **People** |
| 1 | Undertake all aspects of personal care as required. |
| 2 | Assist people supported with meals both in the dining area and in the kitchen, in line with people’s individual support plans. Assist with meal preparation and serving of meals. Support individuals to eat their meals as appropriate. |
| 3 | Assist in ensuring all areas are maintained safe, clean and hygienic at all times. |
| 4 | After ‘Accredited Moving and Handling’ training, provide support as directed. |
| 5 | The post holder must carry out their duties with full regard to our Equality and Diversity policy. |
| 6 | Contribute to the observing, monitoring, recording and reviewing process for individuals who access the service. |
| **Finance & efficiency** |
| 1 | Be prepared to undertake duties across services to meet the individual’ needs of the service, being able to work flexibly as required by the services to meet those needs. |
| 2 | To act at all times with due regard to Health and Safety policies and related Code of Practice. Including but not limited to, safeguarding, medication, and finance policies. |
| 3 | To undertake any other such duties that is reasonably commensurate with the level of this post. |
| 4 | You will be expected to work on a rota to meet the needs of the service. In some areas this will include a range of shift patterns. Shifts may include early mornings, evenings, weekends, sleep-in duties, and waking nights. |
| **Performance** |
| 1 | After accredited training or in accordance with service guidelines, policy and procedures deal with emergency situations and administer emergency first aid. |
| 2 | Contribute as requested to care and support planning. |
| 3 | Provide support as directed with additional health needs e.g. diabetes, epilepsy, dementia, dysphasia. |
| 4 | Participate as directed in planning and implementing activities, including the local communities. |
| 5 | Act as Principle Worker as required. |

Version 1 – February 2024 2 of 3

|  |
| --- |
| **Performance contd……..** |
| 6 | Liaise with members of the commissioning team and other professionals, families and friends and contribute to meetings as required. |
| 7 | Contribute to the general health and wellbeing of individuals through Health Action Plans, promoting healthier lifestyles etc. |
| 8 | Maintain records and prepare reports as required (e.g. financial, behavioural, progress) and to notify the line manager of any concerns, change etc. |
| 9 | Administer and record medication in line with policy and procedure. |
| 10 | To require and ensure all information received and disseminated, whether verbal or written concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner. |
| **Development & growth:** |
| 1 | Undertake training as required by the job or as directed by the Service Manager. |
| 2 | Support individuals to develop life skills including risk management to encourage and enable greater independence. |
| 3 | Support of specified activities e.g. relaxation, therapies, drama, leisure pursuits, community activities, volunteering options etc. |
| 4 | Support and encourage individuals to develop particular identified skills e.g. educational development, life skills, pre-employment skills, self-help skills. |
| 5 | Support and encourage individuals to develop particular identified skills e.g. educational development, life skills, pre-employment skills, self-help skills. |
| 6 | Support of individuals to attend and participate in forums, meetings, project groups, awareness raising, service delivery and design. |
|  |  |

|  |
| --- |
| **Experience, skills and quality required** |
| Method of assessment (M.O.A) A = Application form, C = Certificate, E = Exercise, I = Interview, P = Presentation, T = Test,  |

|  |  |  |
| --- | --- | --- |
| Essential  |  | M.O.A |
| 1 | A requirement to undertake all mandatory training relevant to position and to comply with all policies and procedures.  | I |
| 2 | A caring nature with empathy and compassion to enhance quality of life and well-being. Enabling people to have a fulfilled life, whilst promoting, independence and positive relationships. | A, I, E |
| 3 | Ability to cope with the physical demands associated with individuals, in particular in relation to moving and handling. |  |
| 4 | Ability to use initiative and make appropriate decisions. | I |
| 5 | Ability to work positively and effectively as part of a team and including colleagues from other agencies. | I |

|  |  |  |
| --- | --- | --- |
| Desirable  |  | MOA |
| 1 | Relevant qualification, NVQ Level 2 in Health & Social Care or equivalent in the Qualification and Credit Framework. Other relevant training in the delivery of care. E.g. infection control, tracheotomy care, moving and handling and first aid | A |
| 2 | IT skills | A |
| **Review arrangements:** |
| The details contained in this role profile reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Aspire will expect to revise this role profile from time to time and will consult with the post holder at the appropriate time. |

Version 1 – February 2024 3 of 3