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## JOB PROFILE

Post	<b>Support Worker / Outreach</b>
Term of Post	<b>Permanent</b>
Line Manager	<b>Senior Support Worker</b>

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## THE PURPOSE OF THE POST

- To work as a member of the Domiciliary Care Support Team
- To work within the tenant's own home providing support in a manner which will always encompass the following essential features:
  - respect for the tenant as an individual
  - maintenance of awareness and respect of the fact that workplace is the tenant's own home
  - the opportunity to help and support the tenant to enhance their skills appropriate to their lifestyle and ability
  - provision of practical support to each tenant
  - assistance for the tenant in making choices and decisions
- To work on an outreach basis within the local community, providing a service for adults who have a learning disability and/or older people living in their own home.

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## RESPONSIBILITIES

The principal responsibilities of the person performing this job are as follows:

To provide help, guidance and support as identified in the individual's Person Centred Plan (PCP). This will require you:

- a) To adhere to Catholic Care Policies and Procedures at all times.
- b) To participate if appropriate as part of the tenant's domiciliary support team, in planning, organising and reviewing the individual's PCP.
- c) To offer appropriate support, as identified, to ensure that the person maintains and complies with their tenancy agreement.
- d) To ensure that only appropriate records are kept and maintained at all times.
- e) To assist each person to maintain their health and wellbeing
- f) To assist an individual when appropriate with household duties/tasks e.g. Laundering their clothes and household linen; maintaining a clean home; purchasing food, household and cleaning items, furnishings and personal items etc.
- g) To ensure the safe handling of finances and ensuring that full and detailed records are maintained in accordance with Catholic Care Policies, Procedures and Guidelines.
- h) To support, where appropriate the promotion of relationships which enable the person to be involved in the life of the community.
- i) To ensure that the appropriate Health & Safety guidelines are followed at all times.
- j) To uphold the rights of individuals and work in their interests to support them towards maximizing their independence and reaching their full potential.

- k) To undertake shift work, overnight / sleep in duties and tenants holidays as required.
- l) To contact the 'on call' manager in the event that managerial advice is essential to deal with an immediate situation or crisis.
- m) To order, receive, store and dispense medication in accordance with the agreed procedures.
- n) To undertake the mandatory training required to carry out the expectations of your role and any further specialist training as and when requested
- o) To provide the individual with support, guidance and help, that is commensurate with the general level of responsibility of the post.
- p) To uphold the values of Catholic Care and to apply these at all times in your dealings with others.

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### **ADDITIONAL DUTIES**

It is the nature of the work of Catholic Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. Each staff member is, therefore, expected to work in a flexible way when the occasion arises, when tasks not specifically covered in their job description have to be undertaken. Such additional duties would normally be to cover unforeseen circumstances or changes in work and would normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

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### **SAFEGUARDING**

Catholic Care acknowledges the responsibility to safeguard and promote the welfare of children and adults at risk regardless of gender, ethnicity, disability, sexuality or beliefs. We are committed to ensuring safeguarding practice reflects statutory responsibility, government guidance and complies with best practice. It is therefore the duty of all employees, trustees and volunteers to adhere to this policy commitment.

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### **CONFIDENTIALITY**

The Information Governance Standards outline how employees must deal with personal information about employees, service users, corporate and financial information. It is a requirement that all Catholic Care employees and volunteers, in the course of their work, treat such personal data confidentially and comply with Catholic Care's Confidentiality Policy. A failure to comply with this may result in disciplinary action. This obligation will continue indefinitely, even after termination of employment. All approaches by the media and other third parties must be referred to the Director.

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### **VALUES AND PRACTICE PRINCIPLES**

The person who holds this position is expected to be familiar with and have regard to the Values of Catholic Care and work within that framework. He or she must be prepared to operate within the ethos of the agency and ensure that people of all denominations and faiths have their spiritual needs respected.

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### **QUALIFICATIONS AND EXPERIENCE**

The person appointed to this position will satisfy the criteria identified in the Person Specification.

*All posts will be offered subject to satisfactory references and DBS Enhanced Disclosure being obtained*

Post	<b>SUPPORT WORKER / OUTREACH</b>	
Service	<b>ADULTS WITH A LEARNING DISABILITY</b>	
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
LDAF/LDQ / Care Certificate		✓
NVQ Level 2 [+] / Diploma in Health and Social Care / Equivalent		✓
Educated to GCSE or equivalent	✓	
First Aid Certificate		✓
Full Driving Licence		✓
<b>Experience</b>		
A minimum of two years experience of working with people who have a learning disability		✓
Experience of working within a supported living environment		✓
Relevant work experience	✓	
Voluntary work for a charity		✓
<b>Skills</b>		
Ability to work alone (unsupervised) and as part of a team and use initiative	✓	
Practical skills – Organisational skills (e.g. activities etc)	✓	
Good verbal and written communication	✓	
Patience and ability to listen to and empathise with people	✓	
Interpersonal skills – ability to engage with people	✓	
Ability to manage challenging behaviour		✓
Ability to provide personal care support including personal hygiene	✓	
<b>Knowledge</b>		
An experiential knowledge of how to interact with service users and their families		✓
An understanding of people who have learning disability	✓	
Knowledge of how to manage stress		✓
Knowledge of how to facilitate promotion of independence	✓	
Knowledge of Health & Safety issues and Risk Assessments	✓	
<b>Attitude</b>		
A caring attitude based on respect for individuals and their rights	✓	
A respect for dignity of clients	✓	
Ability to appreciate equal opportunities and strategies to achieve this	✓	
Respect for the independence and dignity of service users	✓	
To be inclusive and allow people to have choice in making decision relation to their life experience	✓	
Understanding and sympathetic to the mission, ethos, values and principles of practice relating to Catholic Care	✓	
Willingness to work flexibly with in a shift pattern i.e. , unsocial hours including nights, weekends, bank holidays & breaks away with tenants	✓	
Dependable, punctual and patient	✓	
Sensitive and caring approach to people	✓	
Willingness to take direction and undertake training	✓	

Approved by Personnel Committee May 2018