

## 1. JOB PROFILE

Post	<b>Support Worker for Eller Beck Court and Outreach</b>
Accountable to	<b>Registered Manager Eller Beck Court</b>
Line Manager	<b>Registered Manager/ Deputy Manager</b>
Salary	<b>SP2-7 £18,328-£20,092</b>

## 2. THE PURPOSE OF THE POST

- To work as a member of the Eller Beck Court and Outreach Support Team providing personal care and support to older people
- To provide person centered support in a manner which will always encompass the values Catholic Care.

## 3. RESPONSIBILITIES

To provide help, guidance and personal care and support to Residents of Eller Beck Court or adults in their own homes as identified in the individual's Person Centered Support Plan. This will require you:

- a) To adhere to Catholic Care Policies and Procedures at all times.
- b) If appropriate, to participate as part of the outreach support team, in planning, organising and reviewing the individual's Person-Centered Support Plan.
- c) To offer appropriate support, as identified, and to promote independence.
- d) To ensure that appropriate records are kept and maintained at all times.
- e) To assist the person to maintain their health and well-being
- f) To provide independent living and enable service users to live in their own home by providing personal care and practical assistance.
- g) The post holder will be required to work flexible patterns, days/nights, weekends and public holidays.
- h) The post holder will make sure that they fully understand and fulfil their responsibilities in respect of both Health & Safety and Diversity & Inclusion at all times.

The principal responsibilities of the person performing this role are varied and will include some or all of the following:

- Provide background care and support to the residents of Eller Beck court and fulfil contracted one to one hours, working within agreed care and support plans.
- Provide timely response to requests for assistance by the residents of Eller Beck Court continually reviewing their changing health and social care needs
- Assist people with household duties / tasks e.g. meal preparation, light housework, shopping, laundry, maintaining a clean home, purchasing food, household and cleaning items, furnishings and personal items and supporting financial transactions such as paying bills. Ensuring service users wellbeing and living environment are maintained to a high standard.
- Provide and assist with all aspects of personal care including but not limited to: getting up in the morning, toileting, washing / bathing and dressing; helping with undressing and getting into bed in the evening.

- Assist in the preparation of meals, drinks and snacks where necessary ensuring service users health and wellbeing.
- Prompting and administration of medication if required and in accordance with Catholic Care policies and procedures and complete associated documentation
- Record all visits and support provided on a daily basis as per the recording guidelines and procedures
- Encouraging service users to mobilise safely where possible
- Keep relevant parties informed about the well-being of service users through monitoring and reporting, noting any changes in health and social circumstances of the service user, assisting in the assessment of needs, constantly reviewing the services provided.
- Encourage and enable service users to follow agreed care plans so that they are able to live as independently as possible and receive the right level of support.
- Respond where possible to support requests from service users
- Community Outreach; grocery shopping and prescriptions, accompanying people to their chosen activity / appointment and supporting where required
- 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.
- Support and promote people to access the life of the local community through support groups and activities, both within Eller Beck Court and externally.
- Ensuring that the appropriate Health & Safety guidelines are followed at all times.
- Upholding the rights of individuals and work in their interests to support them towards maximising their independence and reaching their full potential
- To work day shifts and/or night shifts to provide support 24 hours a day 7 days a week including bank holidays.
- To ensure Eller Beck Court is clean and tidy at all times and ensure that basic cleaning checks are undertaken during the day and overnight
- To respond to planned care visits and to unplanned or emergency visits both day and night
- Contacting the 'on call' manager in the event that managerial advice is essential to deal with an immediate situation or crisis.
- To undertake the mandatory training required to carry out the expectations of your role and any further specialist training as and when requested
- To provide the individual with support, guidance and help, that is commensurate with the general level of responsibility of the post.
- To uphold the values of Catholic Care and to apply these at all times

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#### 4. **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.

There will be occasions when you as a support worker will be asked to work in that capacity in one or other of our services including Children's Residential, Learning Disabilities, Mental Health and Outreach Services.

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#### 5 **CONFIDENTIALITY**

It is expected that all Catholic Care employees will understand that our work is confidential

and that personal details must not be divulged to members of the public. This obligation will continue indefinitely even after termination of employment. All approaches by the media or other third parties must be referred, unanswered, to the line manager.

## 6 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 Charity and ensure that people of all denominations and faiths have their spiritual needs respected.

## 7 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.

## 8. 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*

May 2021



# Person Specification

Post	<b>SUPPORT WORKER / OUTREACH</b>		
Service	<b>OLDER PEOPLE</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	
Care Certificate		✓	
NVQ Level 2 [+] / Diploma in Health and Social Care / Equivalent		✓	
Educated to GCSE or equivalent with good level of Maths and English	✓		
First Aid Certificate		✓	
Full Driving Licence		✓	
<b>Experience</b>			
A minimum of two years experience of working with Older people		✓	
Experience of working within residential care, Extra Care or domiciliary care 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 are at risk or are vulnerable	✓	
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 and bank holidays	✓	
Dependable, punctual and patient	✓	
Sensitive and caring approach to people	✓	
Willingness to take direction and undertake training	✓	

Reviewed By Vicky Hogg and Annette Clark May 2021