



## Job Description

### Support Worker (Older People's Services)

<b>Line Management Responsibility</b>	Not applicable
<b>Accountable to</b>	Senior Support Worker
<b>Terms of Contract</b>	Full / Part time

#### **Role of a Support Worker**

Provide support that positively impacts the health and wellbeing of people you support;

Contribute to and implement support plans that have been determined by the person receiving support and / or their chosen advocate;

Support the fulfilment of goals and aspirations of the people you support;

Be accountable for the delivery of the content of all support and its administration including, personal care, tenancy support, health needs, housing management (if appropriate), personal development, emotional issues and inclusion;

Actively and positively respond to the changing needs of people receiving support;

Commit to the development of your learning and practice to a high level of expertise in your specialist area, older people.

#### **Responsibilities of a Support Worker**

##### **Support Delivery**

Enable the people you support to determine goals they aspire to achieve;

Contribute to support plans, participate in regular support reviews of support goals, goal updates, protocols, guidelines, risk assessments and deliver personalised support as described in the plans;

Record planned support and delivery using language, whether hand written or electronic, that is clear, official, respectful, appropriate and professional;

If appropriate, undertake the delivery, through direct management or support, of all eligible services as defined by the Housing Benefit Service Charge;

Participate in the key working process;

Ensure all work undertaken is based on the assessment of the risk to the people you are providing support to, colleagues and yourself;

Assist the people you provide support to, to access educational, occupational, housing and recreational opportunities;

Enable or assist the people you support to effectively manage their home environment;

Prompt or assist the people you are supporting with taking medication, following dosage instructions already prescribed;

Recognise change as an integral part of the delivery of support and implement thoughtfully;

Actively promote health awareness, healthy living and facilitate positive lifestyle choices;

Ensure personalised communication is used with all the people you support;

Access internal and external personal development opportunities for the people you provide support to e.g. peer support volunteering and paid work, training opportunities (delivering and attending), creative arts and health and wellbeing events;

Ensure that all relevant information relating to the responsibilities of the role is communicated appropriately;

Ensure that the principles of confidentiality are integrated into all aspects of support delivery;

Preserve the rights of the people you support;

Meet the aims and objectives of the Service;

Undertake any other task identified as being necessary to fulfil contract requirements or the requirements of an individual support or care package.

### **Accountability for Support Delivery**

All support you provide must be administratively accounted for timeously and accurately including direct support, indirect support, group work, cancelled support, travel, third party notes and telephone calls.

## **Joint Working**

Participate as a member of the service team by appropriately sharing information and attending meetings;

Contribute to relevant meetings within the wider organisation as required;

Facilitate families, friends and advocates influence on the way service is delivered to the people you support as defined by regular reviews.

## **Diversity**

Represent and protect diversity through valuing everyone's contribution, by integrating diversity into all that you do and promoting its core values.

## **Self-Management**

Use your own initiative to manage time effectively, keeping all work up-to-date and prioritising to ensure that the most urgent is dealt with first;

Make full and appropriate use (adhere to policy and procedure) of any electronic devices that you have been allocated;

Create a positive image of cooperation, respect and goodwill in every aspect of your work;

Recognise that you are accountable and responsible at all times in your role;

Abide by the National Care Standards and Scottish Social Services Council's codes of practice in all work undertaken;

Undertake 'Continual Professional Development' through taking personal responsibility for your self-development, lifelong learning and management of your CPD evidence folder ensuring you meet SSSC registration standards. This will be supported by line managers and the SVQ Centre Coordinator;

Record information as required by with YOU policies, procedures, guidelines and protocols;

Adhere to with YOU and Service specific guidelines and protocols;

Be aware of current Health and Safety policies and take responsibility for your own safety, and that of others who may be affected by any act or omission on your part;

Apply POSITIVE values (Proactive, Openness, Support, Innovative, Together, Integrity, Innovative, Versatility and Exceptional) to all aspects of your work;

Apply the Mission statement of 'Ensuring successful places and enabling people to reach their potential' in all aspects of your role;

Undertake such additional duties, as directed by your line manager or other staff if appropriate, as would reasonably be expected of someone at this grade. These duties may be undertaken at the post holder's principal place of work, or at any other relevant office;

This job description is not an exhaustive list of tasks.

**Please note:**

It is with YOU's policy to encourage the personal development of staff. with YOU will support staff in line with the requirements of the job and the responsibilities of with YOU;

You will attend statutorily required training and have access to training appropriate to the specialist requirements of the role and your personal development;

You will receive regular and responsive social care supervision from your line manager.