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## Care/ Support Worker Role Description (Full time)

(Part time, weekend and casual posts also available)

### About Us

Thomas More Project is a charity supporting people with learning disabilities to live the life they choose. We are committed to providing the best possible support and to improving and developing our services now and in the future. We provide homes that enable people to live as independently as they can.

**Our vision:** All people, accepting their differences, are equally able to reach their potential as integrated members of society.

**Our mission:** Enabling individuals with disabilities to flourish. Supporting choices, developing skills, meeting needs.

### Our Values:

- Wellbeing
- Excellence
- Inclusion
- Collaboration

More detail on our values is provided at the end of this document.

**Our homes:** We provide supported living services to three individuals with learning disabilities living in our shared home. We support 11 adults with learning disabilities to live as independently as possible in our relaxed, friendly residential care home.

**Our people:** We value, train and develop our staff and volunteers so that as an organisation we are able to provide the best possible support. We are a small, friendly staff team with good relationships with the people we support.

### Care / Support Worker Role Description

**Accountable to:** Service Manager

**Service location:** Our support workers work across our Supported Living Service and Residential Care Home, with some specialising in one service or the other depending on their skills and experience and shifts patterns.

**Geographic location:** Henleaze, Bristol or at other locations as may be required.

**Hours:** 37.5 hrs per week plus unpaid breaks. Shift pattern includes working alternate weekends, bank holiday cover, optional sleep-ins and flexibility to work to a rota to fit with the service's needs.

**Part time/ Casual work?** We are also looking for part-time, weekend and casual staff

**Pay:** £8.20 - £8.62 per hour depending on qualification and experience. Optional sleeping nights paid in addition to basic hours and salary. On-call retainer paid to staff eligible to participate in on-call rota.

### **Job Summary**

Under the leadership of the Registered Manager/Service Manager, you will work as part of a team to support people with learning disabilities who access The Thomas More Project's services.

- To provide high quality support to individuals in their own home based on assessed need, person-centred plans, risk assessments and housing related support that meet the requirements of The Thomas More Contracts. (Supported Living)
- To provide high quality support and care, including personal care to people living in our care home, supporting them to live a fulfilling life as independently as possible in the community. Meeting their requirements and those of our contracts and CQC. (Residential Care)

### **Key Responsibilities**

- To support people with a positive, respectful and empowering attitude, recognising their strengths and abilities, and supporting them to achieve their goals and improve their wellbeing. (See values below). Working with risk assessments and support plans.
- Assisting people to maximise their independence, upholding their choices and wishes.
- To develop good, professional relationships and communicate effectively, understanding how power can be misused and working to redress the imbalance
- To respond to the needs of individual's in relation to the nature of their learning disability. To understand the effect that the service setting has on the service user, understand that you are working in someone's home and acting accordingly.
- To communicate effectively using different techniques appropriate for each person
- To work within a clear understanding of our values (see below), policies and procedures and any regulations governing the provision of the services, including equal opportunities.
- To develop a thorough knowledge of safeguarding / abuse issues, mental capacity act and deprivation of liberty safeguards and follow relevant procedures.
- To maintain appropriate levels of confidentiality, respecting dignity and privacy with an awareness of the obligation to report.
- To use your initiative and work productively as part of a team and effectively alone, prioritising your workload and keeping records as required.
- To comply fully with all statutory and mandatory legislation and CQC code of practice including that required for health and safety at work.
- To support and advise service user's to manage their money themselves, and to handle organisational resources in accordance with policy and procedure.
- To complete delegated tasks at the discretion of your line Manager
- To promote a positive image of the organisation and people with disabilities.
- To identify any issues which may affect work practice and reporting these before practice is affected. To report any concerns to your manager.

### **Specific Responsibilities (Supported Living)**

- To support and advise individuals on issues relating to their lives in line with the Mental Capacity Act.
- To Support service users to work towards independence from the service.
- To promote the development of self-medication for all users as prescribed by a Medical Practitioner, within the expectation of the company's policy and training, as required.
- To advise and support service users to develop relationships with each other and others.
- To advise and support service users in planning and arranging all aspects of daily living activities where there is a clearly identified support need.

### **Specific Responsibilities (Residential Care)**

- To help people with their personal care needs as necessary whilst supporting them to be as independent as possible or as they wish to be.
- To prepare healthy and nutritious food and drinks for residents – engaging them in choice and preparation
- To help them to develop life skills at home and in the community.
- As a Keyworker you will be more involved with a small number of residents including liaising with their families, making and supporting them to appointments and presenting information on their behalf as required.
- To help make sure the home is clean and tidy and that it is a safe, friendly and homely place to be in. You may do these tasks yourself, work alongside and support residents to do them, or encourage residents to do these tasks independently.
- To administer medication to residents when required or assisting them in self-medicating after receiving appropriate training.
- To work safely and modelling this practice; modelling appropriate behaviours
- To drive for the home/residents using transport including a long wheel based minibus.

The job description is not an exhaustive list of duties but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands and priorities and needs of residents. Substantive changes in the range of work undertaken will be carried out in consultation with the post holder.

### **Training and supervision:**

- To take responsibility for self-development, discussing this in supervision and team meetings.
- All staff must participate fully in induction, mandatory and additional training, supervision and team meetings at times set to suit the project and completing required paperwork.
- Pay rises will be offered on completion of your probationary period and care certificate, and on completion of your NVQ 2. (This does not apply to casual staff who are employed on a flat rate)
- Access to train for your NVQ 2 is possible on successful completion of the probationary period and care certificate.
- The post holder will need to develop a clear understanding of their role within the organisational structure and participate in a regular supervision.

**Care/ Support Worker Person Specification**

	<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>	
<b>Skills</b>	A positive, can do-attitude	X		
	Uses initiative, problem solver	X		
	Good communication skills – clients, stakeholders and professionals	X		
	Commitment to learning and development	X		
	Builds effective and appropriate relationships	X		
	Calm, patient and level headed	X		
	Empowers, enables and encourages others	X		
	Kind, caring and compassionate	X		
	Literacy and Numeracy Skills -GSCCE / NVQ level 2 standard	X		
	Reflective Practice		X	
	Basic IT skills	X		
	Full UK Driving License and happy to drive project vehicles as necessary	X		
	<b>Knowledge</b>	Local Services and access		X
		Understanding of confidentiality theory and practice Understanding of MCA, DOLS, Safeguarding and whistle-blowing		X
Understanding of welfare and benefits system			X	
Qualification relevant to work role e.g. NVQ / Diploma			X	
<b>Experience</b>		Experience of working with people with learning disabilities		X
	Experience of working with the community Providing support and/or care		X	
	Using Support Plans		X	
	Supporting clients to meet goals and SMART goal setting		X	
	Liaising with relevant professionals and joint working		X	
	<b>Values</b>	Drive to provide the best possible support and care to increase individuals' wellbeing (see values below).	X	
Desire to enable independence through positive risk taking		X		
Commitment to person centred support and involving clients, including flexible working practices		X		
Commitment to uphold people's dignity and respect their individuality		X		
Tackling discrimination and inequality		X		

## **Our values**

### **Wellbeing**

- Person-centred and strengths-based - Identifying and acknowledging strengths and abilities.
- Healthy minds and bodies – Being active, healthy, eating well, accessing health and other services, physical comfort, intellectual stimulation and spiritual wellbeing
- Social life – Developing and maintaining relationships with family and friends; community participation and accessing resources
- Meaning – engaging in activities which are absorbing and have meaning
- Independence – Enabling choice and participation, promoting independence and enablement
- Outcomes – Support the person to identify and achieve their goals.
- Safety, dignity and respect - being caring, responsive and sensitive to privacy
- Providing homely and friendly environments designed to support independence and enablement.

### **Excellence**

- Striving for excellence: Continual improvement built on our strengths and skills
- A healthy organisation, good employer, good governance
- Learning and development for our people – staff, service users, volunteers

### **Inclusion**

- Recognising the richness of diversity, promoting respect and equality and upholding the diversity, values and rights of our service users and staff.

### **Collaboration**

- Working closely in partnership with service users, families and professionals to provide the best possible services.
- Enabling participation and making informed choices.