Support Worker — Role Profile

Service: Adults Directorate - Supported Living Service
Band: Band 3
Reporting to: Team Leader
Responsible for: No Direct Reports

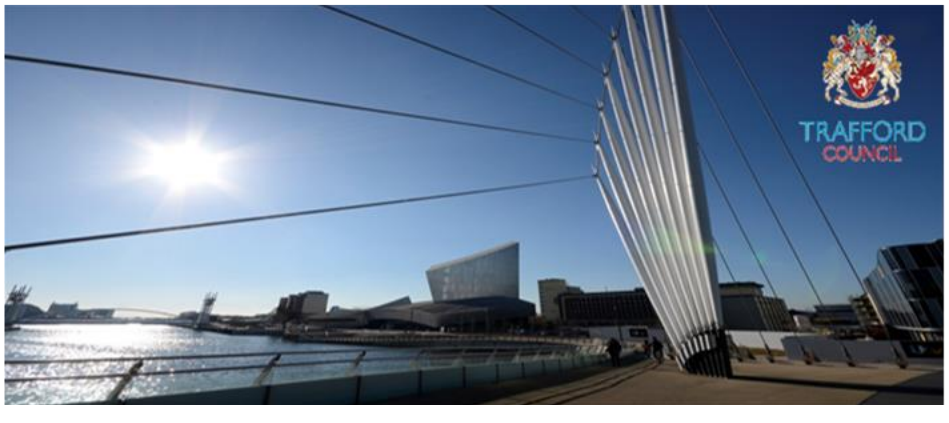
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview/Your Main Priorities

Support Workers can work in a care home, in people's own homes or at Ascot House Assessment and Reablement centre. Support Workers provide personal care services to individuals within their own homes in accordance with the practices and procedures of the Local Authority or short term reablement to individuals who have experienced illness or injury and require support to live independently and regain confidence. They provide support with personal care, medication, meal preparation and domestic tasks.

The Support Worker strives towards promoting and maximising the independence of Service Users and empowering and enabling individuals to make informed choices whilst living their lives to the full within the community.

Key duties

- Assist Service Users to carry out a range of personal care and domestic tasks whilst promoting and maximising the independence of the individual at all times. These tasks may include
    - Providing physical care, bathing, toileting, dressing and help with mealtimes
    - Checking needs and progress
    - Teaching daily living skills like budgeting, shopping and claiming benefits
    - Providing leisure and creative activities in a safe and supportive setting
    - Talking with families and arranging visits
- Consistently work to a high standard, ensuring good quality of care and adhering to the guidelines of Best Practice.
- Focus primarily on the individual needs and preferences of each Service User; to follow individual Service Plans (including assistance to the individual to achieve set goals) and adhere to relevant risk assessments in order to comply with the principles of providing Person-Centred Care.

- Communicate effectively with colleagues, Senior Support Workers and Team Co-ordinators both verbally at meetings and in writing so as to keep colleagues informed, maintain good continuity of care and achieve best possible outcomes for the individual. To support Service Users to make informed choices and decisions for themselves.
- Make accurate records of information for each individual Service User about tasks carried out, level of assistance required and progress made as directed by the Team Co-ordinator
- Follow direction of Team Co-ordinator and Senior Support Worker to ensure the efficient and effective running of the service and maximise service user contact time.
- Adhere to safe working practices at all times, promoting a safe and healthy working environment for all staff and service users. This includes a responsibility to immediately report any concerns in this area to the Team Co-ordinator so that risk assessments can be reviewed within required timescales
- Work effectively alongside all colleagues within the department to ensure the effective and efficient delivery of a flexible, high quality, borough-wide service (including changing area as required by the service to cover for absences etc.)
- Work effectively alongside colleagues within the department to ensure the effective and efficient delivery of a flexible, high quality, borough-wide service (*including changing workplace as required by the service to cover for absences etc*)
- Assist and support the Team Co-ordinator to implement quality assurance systems by checking that Service Users are fully satisfied with the service they receive, feeding back any areas of concern immediately to the Team Co-ordinator and/or Senior Support Worker as appropriate
- Liaise and communicate effectively with other professionals, Service Users and their families, carers, representatives or advocates as appropriate to achieve the best possible outcome for the individual.
- Identify and actively work towards meeting training and development needs in agreement with Team Co-ordinator/Senior Support Worker. To attend and actively participate in Supervisions, performance reviews and Skills Performance assessments as arranged by the Team Co-ordinator

About You

Qualifications and Professional Development

- Requirement to undertake the Care Certificate within 6 months of commencement date.
- A commitment to complete NVQ level 2 in Health and Social Care within 2 years of commencement date
- Demonstrates a commitment to own professional and personal development

Experience and Knowledge

- Experience in Social Care, of working in a caring role (paid or unpaid) or other relevant life experience
- Basic knowledge and understanding of what is involved in a caring role
- Sound understanding of good care principles
- Understanding of regulations and legislation within the domiciliary care profession
- Understanding of safeguarding adults at risk
- Sound understanding of the Care Quality Commission (CQC) and how they inspect and regulate services

Skills and abilities

- Good interpersonal skills and sensitive to the needs of others with the ability to be compassionate, patient and empathetic
- Strives to reach the highest standards in customer service
- Ability to communicate clearly and effectively, both verbally and non-verbally
- Ability to work to deadlines and able to prioritise, being flexible and approachable with a positive attitude, even under pressure
- Capable of dealing with emergencies and difficult situations swiftly and efficiently and holds an understanding of the escalation process
- Ability to record and maintain records with accuracy and detail
- Self-organised, flexible, adaptable and capable of working on own initiative as well as working with colleagues, managers and within a team

Special Conditions

- DBS required
- Required to work weekends and bank holidays on a rota as directed by the needs of the service
- Applicants should have a full current driving licence and access to transport, or if disabled, be otherwise able to fulfil the mobility duties of the post.
- There is no office base for this post and you may be expected to work anywhere within the borough of Trafford. It is expected that you will be flexible and able to relocate as necessary

Date prepared/revised	Updated/transferred to new template Dec 22
Prepared/revised by:	C Monteith / JE Team
Job Evaluation	Existing JE

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.