

Role Details			
Job Title:	Day/Night Support Worker	Employee Name:	
Reports to:	Team Leader	Date Issued:	
Job Overview: (Note - In addition to these functions, employees are required to carry out such duties as may reasonably be required)	<ul style="list-style-type: none"> To provide care in accordance with best practice and legislative requirements, reflecting policies and procedures and agreed standards under the direction of the Team Leader. To support and enable service users to maintain skills and personal interests whilst delivering person-centred care unique to the service user. To maintain skills at the current level and undertake such training and development as required, from time-to-time, to maintain and progress knowledge. 		
Location:	Clear Pathway Care Ltd		
Working Hours:	Working hours equate to an average of 42 hours per week, there is a rolling rota in place which will have been discussed at interview.		

Responsibilities and Duties of the Job	
Role-specific Duties:	<p>The Support Worker's responsibilities include but are not limited to the following:</p> <ul style="list-style-type: none"> Ensure that service users are at the heart of care delivery and their wishes and preferences enhance their wellbeing. To support service users with all aspects of their day-to-day living, enabling them to enjoy the best possible quality of life. Some of the employee's work will be alone with the service user in their home or out in the community. Compassion, good communication skills and a calm and caring manner are essential for this important role.

Role-specific Duties (continued):

- Ensure care plans and other information about how to support service users are followed.
- Be responsible for informing the Senior Carer/Team Leader of any changes in the needs of service users.
- Be responsible for promoting and safeguarding the welfare of those individuals supported by the service.
- Report any safeguarding concerns in line with the companies' policies and procedures.
- Report any concerns regarding staff conduct before they may escalate using the concern form.
- Report immediately to line manager, call medical assistance 111 or emergency 999 if any resident is unwell or there is a change in their presentation.
- Promote peoples Dignity and Privacy in line with our commitment to the 10 Dignity Do's.
- Treat all residents and staff with respect.
- Do not use personal mobile phones.
- Attend work on time and be ready to start shift at the allocated time, ensuring handover is not delayed.
- Always represent Clear Pathway Care in a professional manner, including no swearing, and looking after your personal appearance.
- Be honest and trustworthy, following CPC's values and our Duty of Candour.
- Attend team meetings.
- Report sickness with a phone call to the Nominated Individual at least 3 hours before your shift starts.
- Follow company policies and procedures regarding record keeping and the use of iCare.
- Ensure safety and security of company equipment including handsets.
- Read handover notes before starting your shift.
- Participate in the daily cleaning of the home.
- Follow company policies and procedures regarding service user's finances.

	<ul style="list-style-type: none"> • Day and night shifts alike are waking roles.
<p>Working with Others:</p>	<ul style="list-style-type: none"> • Develop effective working relationships with other employees. • Work in cooperation with members of the multidisciplinary teams and other relevant professionals to maximise opportunities for people. • If desired by the service user, maintain and develop relationships with family, friends, and other people important in their life.
<p>Other Duties:</p>	<p>Other duties and responsibilities to be undertaken may include any (or all) of the items in the following list:</p> <ul style="list-style-type: none"> • Seek opportunities for personal and professional growth. • Be a role model for other Support Workers and be an ambassador for the service. • Be professional, polite, and reasonable at all times.
<p>Personal and Professional Development:</p>	<ul style="list-style-type: none"> • Attend statutory training and any other training as directed by management. • Commit to achieving the relevant qualifications commensurate with the role. • Read, understand, and follow all policies and procedures relevant to the role. • Be open to learning opportunities. • In addition to these functions, employees are required to carry out such duties as may reasonably be required for the proper performance of their role

Person Specification

Specific Requirement for Qualifications	Essential	Desirable
Good English - written and verbal	X	
Qualification in Social Care		X

Specific Requirement for Skills	Essential	Desirable
Proficient Written Skills		
Maintain all care plans/care records in accordance with the service's policy.	X	
Support Skills		
Provide service users with support/assistance as they accomplish daily tasks, including bathing, eating, dressing, grooming, personal care and using the bathroom, as dictated in their care plan.	X	
Communication Skills		
Support Workers must build rapport with people by establishing personal connections and showing interest in their lives.	X	
Support Workers must be able to communicate effectively with service users.	X	
Support Workers must have the communication skills to inform colleagues, management and professionals about the needs of service users.	X	
Positive, enthusiastic, empathic person with a can do attitude.		X
Problem-solving Skills		
Support Workers need to be able to adapt and address situations quickly.		X
Plan, develop, implement, and assess approaches to promote health and wellbeing, whilst recognising and reporting situations where there might be a need for protection		X

Specific Requirement for Previous Experience	Essential	Desirable
Previous experience of working with adults with Autism and/or Learning Disabilities.		X

Values-based Personal Qualities	
Area	Specific Requirement
Working Together	<ul style="list-style-type: none"> • Involve Service Users, families, external agencies and colleagues. • Speak up when things go wrong.
Respect and Dignity	<ul style="list-style-type: none"> • Understand person-centred care and can demonstrate treating people as individuals and respecting choices. • Promoting independence and encouraging appropriate risk taking.
Everybody Counts	<ul style="list-style-type: none"> • Ensuring no one is discriminated against or excluded. • Understand human rights and impact on care delivery. • Facilitating people to 'speak up' about concerns and acting upon them.
Commitment to Quality of Care	<ul style="list-style-type: none"> • Striving for quality in everything we do, recognising and understanding what quality in care means for people using the services. • Being accepting about criticism and focusing on improvement. • Being open to new opportunities for learning and identifying the limits of skills and knowledge.
Compassion	<ul style="list-style-type: none"> • Treating people with kindness • Understanding the importance of empathy in all areas of employment • Understanding the values of others and always providing a caring service
Improving Lives	<ul style="list-style-type: none"> • Focus on how things could be done better and sharing ideas • Understanding of wellbeing and what is important to people using the service • Improving outcomes for people • Ensuring appropriate services are provided for people using the services



Employee Name:

Employee Signature:

Date: