

JOB DESCRIPTION

JOB TITLE: Support Worker – **Outreach Team**

REPORTING TO: Team Leader

JOB PURPOSE: To support people with a wide range of social care needs to live as independently as possible in their home environment and within the community.

SKILLS, KNOWLEDGE & QUALIFICATIONS

Required:

- Genuine interest in working within a caring environment
- Ability to communicate effectively at all levels
- Willingness to participate in vocational training including Induction and Diploma in Health & Social Care (Level 2 or 3)
- Satisfactory Police Check, 2 references and satisfactory check against the Vulnerable Adults and Children's Barred List

Desired:

- Relevant vocational qualification (achieved / working towards)
- Experience of working within a caring environment

MAIN RESPONSIBILITIES

Support:

- To encourage and support service users to develop independent living skills in identified areas of their lives.
- To encourage and support the independence of each individual, recognizing and building on existing skills.
- Follow person-centred support plans and ensure that all necessary written records are completed
- Practice maximum integrity in all dealings with service users' personal and financial affairs, and avoid abuse of the privileged relationship that exists with service users.
- Treat all service users as individuals, respecting and where appropriate, promoting the individual views and wishes of service users.
- Ensure service users are involved in decision making which affects them.
- Be aware of and respond to the individuals method of communication and show a respectful, positive attitude to the service users.
- Respect and maintain dignity and privacy of service users
- Use existing processes and procedures to challenge and report dangerous, abusive, discriminatory or exploitative behaviour and practice.
- Be aware of and work within JRH Support's policies and procedures including the regulations of the Health and Safety at Work Act 1974.

Communication:

- Participate in staff meetings as and when required.
- Meet with your line manager for regular supervision sessions as agreed.

Training & Development:

- Maintain professional knowledge and competence.
- Attend mandatory training days/courses, on or off site, as and when required.
- Participate in relevant training to achieve required qualifications.

Health & Safety:

- Report immediately to the person in charge, any illness of an infectious nature or accident incurred by a service user, colleague, self or another.
- Understand, and ensure the implementation of JRH Support's Health and Safety policy, and Emergency and Fire procedures.
- Report to person in charge any faulty appliances, damaged furniture, equipment or any potential hazard. Where applicable, remove item from use.
- Promote safe working practice at all times.

General:

- Promote and ensure the good reputation of the Company.
- Work within the Company's Core Values
- Ensure that all information of confidential nature gained in the course of duty is not divulged to third parties.
- Notify the person in charge as soon as possible of your inability to report for duty, and also on your return to work from all periods of absence.
- Pay maximum attention to security at all times. Where appropriate, ensure the security of service users' homes.
- Adhere to all Company policies and procedures within the defined time scales.
- Ensure all equipment is clean and well maintained.
- Carry out any other tasks that may be reasonably assigned to you.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list. JRH Support reserves the right to amend this Job Description from time to time, according to business needs. Any changes will be confirmed in writing. Please note that you share with JRH Support the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.