

# Role profile



## Job Details

<b>Job Title:</b>	Support Worker	<b>Service Area:</b>	Care Services
<b>Based:</b>	Nairn/Shafsbury Street complexes	<b>Report to:</b>	Care Service Manager
<b>Grade:</b>	TAS 3-4 (Dependent on qualifications) Salary Scale -£21,323 - £25,044	<b>Date Completed:</b>	23 June 2021

## Job Summary:

The Support Worker role provides a care at home service by supporting and assisting Sheltered Housing tenants. As well as facilitating activities and encouraging participation within and out with the complexes, the Support Worker will ensure the care and safety of vulnerable adults while liaising with our partners within the Health and Social Care Partnership (HSCP) and other agencies to promote independence for tenants within their own home.

The Support Worker is responsible to the Housing Support Assistant then the Care Manager and ultimately to the Chief executive and Board.

## Behaviours and Competences:

### Our Organisational Competencies:

We want to be at the HEART of our community and have its needs at the HEART of all that, we do, and we have created a culture that reflects this:

Here	Excellent	Accountable	Results	Together
Be here Be available Own issues Find Solutions	Be the Best Create and tailor better services Review and Improve	Be open and honest Be well organised	Be at the top Tell all how and what we are doing Find ways to do better	Be inclusive Treat all with care and respect Listen and act

### We want our Housing Support Assistant to demonstrate the following behaviors and competencies

<ul style="list-style-type: none"> <li>• Listen to tenant families/Carers</li> <li>• Take initiative</li> <li>• Committed</li> <li>• Proactive</li> <li>• Deliver solutions</li> <li>• Self-motivated</li> <li>• Flexible</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve Excellence</li> <li>• Customer Focused</li> <li>• Take personal pride</li> <li>• Self-aware</li> <li>• Technologically aware</li> <li>• Computer literate</li> <li>• Creative</li> </ul>	<ul style="list-style-type: none"> <li>• Take personal responsibility</li> <li>• Personally effective</li> <li>• Planning and prioritising</li> <li>• Always professional</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate effectively</li> <li>• Goal orientated</li> <li>• Strong work ethic</li> <li>• Builds constructive relationships</li> <li>• Performance driven</li> <li>• Respond to change</li> <li>• Prepare lunches-tea/coffee mornings</li> </ul>	<ul style="list-style-type: none"> <li>• Inclusive</li> <li>• Team player</li> <li>• Collaborative</li> <li>• Listen carefully</li> <li>• Caring and Respectful</li> <li>• Create an environment of trust</li> </ul>
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**Person Specification:**

The essential/desirable criteria for this post are detailed below:

	Essential	Desirable	Evidence
<b>Education and Qualifications</b>	<p>Educated to secondary school Level</p> <p>Level 2 in Health and Social Care (or equivalent)</p>	<p>SVQ 3 Health and Social Care</p> <p>Safeguarding of vulnerable adults</p> <p>First aid</p> <p>Health and Safety</p> <p>Food Hygiene</p>	<p>Award Certificate</p> <p>Award Certificate</p> <p>Award Certificate</p> <p>Award Certificate</p> <p>Award Certificate</p>
<b>Experience</b>	<p>Experience of working in a social care environment or similar.</p>	<p>Experience of working with vulnerable clients/adults.</p>	<p>Application/Interview</p>
<b>Specialist Knowledge</b>	<p>Health and Social Care Standards my support my life Principles</p> <p>SSSC Codes of Practise (SSSC)</p> <p>Understanding of the role and functions of inspection bodies</p>		<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<b>Skills and abilities</b>	<p>Effective listening and communicating skills.</p> <p>Good interpersonal skills.</p> <p>Efficient organisational skills to meet deadlines.</p> <p>Commitment to inclusion, Equal Opportunities and Anti-Discriminatory practice.</p> <p>Experience of assessing care-needs, report writing and maintaining case files.</p> <p>Ability to work well in a team, and on your own initiative.</p> <p>IT skills (MS office-internet-e-mail-virtual meetings.</p> <p>Dealing with sensitive information discreetly and confidentially.</p> <p>Take appropriate action and report any disclosures that puts an adult at risk.</p> <p>Prepare and take part in Care Inspection visits.</p>	<p>Awareness of other services providers and organisations in the social care field.</p> <p>Understanding of the risk assessment Process.</p> <p>Knowledge of funding sources.</p>	<p>Application/Interview</p>

A Disclosure Scotland check and registration with Scottish Social Service Code of Practise (SSSC) will be required for this post.

## Job Outputs

Role output:	Includes the requirement to:
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Carry out daily welfare calls.</li> <li>• Carry out induction with new sheltered tenants at sign up (Sheltered Tenants Handbook).</li> <li>• Facilitate Bi-monthly meetings with sheltered tenants.</li> <li>• Provide personal care, medication and meal support when required.</li> <li>• Facilitate tea/lunch clubs within the complexes.</li> </ul>
<b>Care Service Standards and Quality</b>	<ul style="list-style-type: none"> <li>• Benchmark quality assurance procedures to the Health and Social care standards and SSSC codes of practise.</li> <li>• Ensure that tenants are fully involved in care plans/risk assessments and that standards of case recordings are continuously achieved.</li> <li>• Supervise/undertake care assessments and reviews as appropriate.</li> <li>• Ensure effective communications with tenant families/carers and support workers within Health and Social Care Partnership (HSCP) and other agencies.</li> <li>• Ensure that service users are fully consulted and involved in the design and implementation of activity programmes.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure that standards of the physical environment and communal areas are maintained to a high standard.</li> <li>• Ensure service compliance with health and safety standards and undertake risk assessments as and when required.</li> <li>• Attend care/staff team meetings as and when required.</li> <li>• Provide out-of-office hours support where required.</li> <li>• Ensure that stationery and cleaning supplies are maintained at appropriate levels.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Record and report any incidents, accidents, and identify notifications that have to be made to the Care Inspectorate.</li> <li>• Report and record Safeguarding information (Adult protection disclosures).</li> <li>• Update and review care plans for tenants' and update medication records.</li> <li>• Complete tenants' individual risk assessment risk assessments.</li> <li>• Be actively involved in the production of publicity materials.</li> <li>• Follow and implement the principles within, The General Data Protection Regulation (GDPR).</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Follow fire evacuation procedures.</li> <li>• Responsible for weekly health and safety checks.</li> <li>• Ensure all chemicals are used and stored safely according to COSHH regulations and ensure Data sheets obtained.</li> <li>• Ensure the security of sheltered tenants keys</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Participate in fund raising events.</li> <li>• Conduct work activities with due regard to their own health and safety and to that of other employees and other persons who may be involved.</li> <li>• Always ensure confidentiality.</li> <li>• Ensure that all DPHA procedures are adhered to in providing a high-quality care service at all times.</li> <li>• Attend relevant training courses and seminars when required.</li> <li>• Undertake any other duties directed by the Care Service Manager.</li> </ul>

**Interdependences:**

- The Board
- Care Services Manager
- Housing Support Assistant
- Extended DPHA staff teams
- Tenants, owners, and other customers
- Contractors, suppliers, consultants
- Partner agencies: WDC, WDHSCP, Hospital Discharge Team, Occupation Health