

## **Job Description for employment as a:**

### **SUPPORT WORKER**

#### **with our client: Client**

whose affairs are managed by the Court of Protection and who therefore employs you by a Deputy, [Name] of [Firm], Solicitors.

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Whilst every effort has been made to outline the main duties and responsibilities of the post, it should be remembered that a document such as this does not permit every item to be specified in detail, and therefore is not intended to be an exhaustive list. Broad headings therefore may have been used in which case all usual associated routines are naturally included in this job description.

Job holders should not refuse to undertake duties not specified below but should record additional duties they feel need specific recognition, and these will be considered during supervision, and again during the annual appraisal meeting.

Likewise, your employer reserves the right to amend this job description from time to time, according to the needs of our client, and any changes will be confirmed to you in writing.

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**REPORTING TO:** Team Leader and Case Manager

#### **JOB PURPOSE:**

To assist in the provision of care and support to our client and to work as part of a team to achieve the required standards in accordance with the practices and procedures in the Support Workers' Guide, Support Workers' Code of Conduct, Risk Assessment and Head First's employment-related policies.

#### **MAIN RESPONSIBILITIES:**

Responsibilities will be undertaken by the employee in accordance with the written guidance in the Support Workers' Guide, the Rehabilitation or Maintenance Plan (RoMP) and Risk Assessment, and any other guidance or documentation provided by the Case Manager.

### **1. Personal Care:**

- To prompt/supervise with getting in or out of the bath or using bath lift.
- To prompt with washing.
- To prompt with dressing, undressing and selection of appropriate clothing.
- To prompt/supervise/and sometimes assist with oral hygiene, shaving, hair care and personal grooming.

### **2. Other Care:**

- To prompt and fully assist to take medication as per the Care Plan.
- To prompt/supervise with mobilising and transferring – when using wheelchair.
- To monitor for any pressure areas / skin breakdown on stumps, and to provide medical care if and as required.
- To monitor and manage epileptic seizures.
- To monitor and record weight.
- To respond to night calls.
- To deal with requests for general reassurance and care.
- To provide emotional support - frustration, irritation, anxiety and agitation.

### **3. Domestic & Social Assistance:**

- To prompt and assist with menu planning.
- To prompt and assist with supermarket shopping and general shopping.
- To prompt / supervise and assist with hot drink and meal preparation.
- To prompt and assist with providing a balanced and stimulating diet.
- To fully assist with light domestic duties (inc. personal laundry, ironing, hovering, dusting etc.)
- To fully assist with washing ground floor windows internally and externally.
- To fully assist with light gardening.

- To fully assist with arranging and recording appointments.
- To prompt and ensure all appointments are attended.
- To prompt / supervise and assist with correspondence, arranging a social diary and receiving visitors.
- To assist with GP, medical and hospital visits, etc, sitting in on the appointment, supporting the client and taking notes.
- To accompany on social outings and activities including attending pop concerts and gigs, nightclubs, bars and strip clubs.
- To assist the client to continue with any hobbies and interests including, going to the gym, swimming, music.
- To assist with investigating local resources and identifying appropriate activities for the client to undertake.
- To assist the client to use public transport.
- To drive the client, either in your own vehicle, or one provided by the client.
- To assist with money management and budgeting.
- To exercise maximum integrity in all dealings with the client's financial and personal affairs.

#### **4. Working Relationships:**

- To make and maintain an effective working relationship with the client, the client's Deputy, and the Case Manager.
- To work alongside professional therapists, physios, neuropsychologists, occupational and speech therapists, etc, and other medical or clinical professionals on the team, or observe sessions, as appropriate to the situation.
- To be aware of the therapists, or other professionals' recommendations and exercises, and incorporate them into the client's daily routine.
- To be a team player and contribute skills, knowledge, interests and opinions to the unity and efficiency of the team to achieve common goals.

#### **5. Communication:**

- To monitor the client and alert the Case Manager, or other appropriate line of communication, as specified, of any changes in the client's condition or circumstances.

- To create and maintain good communication with the client, including when the client has some degree of communication difficulties.
- To maintain good communication links with other carers/support workers on the team, and any family members in the client's home.
- To complete daily written records as instructed.
- To complete daily verbal and/or written handovers to other carers/support workers.
- To attend and participate in all Team Meetings.

## **6. Training & Development:**

- To maintain professional knowledge and competence.
- To attend mandatory training days and courses, as and when required.
- To be aware of the problems caused by, and the repercussions of the client's brain injury.
- To be familiar with Head First's Support Worker induction pack, Support Workers' Guide, RoMP, Risk Assessment and Support Workers' Code of Conduct, and any other documentation supplied by the Case Manager.
- To actively participate in 1:1 supervision, and act appropriately on any feedback or recommendations.
- To communicate own training needs and identify areas for improvement.

## **7. Health & Safety:**

- To aim to ensure a safe as possible living environment for the client, while respecting the client's choices and rights.
- To ensure the client is not put at risk as a result of your own behaviour or actions.
- To use appropriately, and to handle safely, any equipment, protective clothing and cleaning materials.
- To clean and maintain equipment used by the client, e.g. wheelchair, prosthetics, disability equipment.

- To report any unsafe equipment, faulty appliances, damaged furniture, or any potential hazards to the Case Manager, or other appropriate team member immediately.
- To make best use of aids provided following guidance by the Case Manager, therapists, etc.
- To report to the Case Manager, or other appropriate team member immediately, any illness suffered by the client, a colleague or oneself, or any other visitor to the client's property, whether incurred on the client's property, or elsewhere.
- To report to the Case Manager, or other appropriate team member immediately, any accident and/or injury sustained by the client, a colleague or oneself, or any other visitor to the client's property, whether the incident occurred on the client's property, or elsewhere.
- To be aware of the Emergency Evacuation Procedure, and all other emergency procedures in place at the client's property.

#### **8. General:**

- To avoid abuse of the privileged relationship that exists between the employee and the client.
- To undertake any other tasks specified by the Case Manager, or other appropriate team member, that is relevant to the role, and to the needs of the client.
- To retain flexibility with regard to working hours in order to be able to respond to the needs of the client and the situation.
- To maintain confidentiality and be compliant with GDPR.
- To notify the Case Manager, or other appropriate team member immediately, of your inability to report for duty and your availability to return to work after a period of absence.
- To always ensure the security of the client's home.
- To maintain a full driving licence, and appropriate insurance (if applicable).
- To inform the Case Manager immediately of any changes in your licence, or your entitlement to drive, or any matter that may affect yours, or the client's insurance requirements.
- To record hours of work and submit to Head First using the procedures in place at the time.
- If unsure of appropriate action to take, to contact the Case Manager, or Head First's "out of office hours" on-call service for advice.

Please sign, print your name, and date below to indicate your acceptance of this Job Description.

Signature: .....

Name: .....

Date: .....