

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

### **SUPPORT WORKER**

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

whose affairs are managed by the Court of Protection and who therefore employs you by a Deputy.

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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:** Case Manager and parent

#### **JOB PURPOSE:**

To assist in the provision of care and support to our client and the client's family, 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.

To work alongside our client in a rehabilitative and supportive role.

To encourage our client's participation in activities within the home environment and the community and promote the opportunity for our client to live in the community for as long as possible.

Through delivering life sustaining care you will be assisting our client to live as comfortably and securely as possible, while ensuring our client retains dignity, fulfilment and individuality at all times.

To be aware that the client is a **Vulnerable Child** and staff must at all times work in accordance with the Head First "Safeguarding POLICY".

To be aware of your responsibilities in relation to Data Protection & Confidentiality and that you must at all times work in accordance with the Head First 'Data Protection & Confidentiality Policies'.

### **MAIN RESPONSIBILITIES:**

Responsibilities will be undertaken by the job holder in accordance with the written guidance in the About Me guide, the Rehabilitation Goal Plan and Risk Assessment and Management Plan, and any other guidance or documentation provided by the Case Manager.

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

- To fully assist the client with washing or showering.
- To fully assist the client with dressing, undressing and selection of appropriate clothing.
- To fully assist the client when required with oral hygiene, hair care and personal grooming.
- To fully assist with toilet care, including incontinence.

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

- To fully assist the client in management of complex health needs such as secretion management including oral suctioning, monitoring for seizures and spasms, delivering PEG feeds and gastrointestinal symptoms.
- To prepare and administer medication through PEG in accordance with the Medicine Support Plan including epilepsy management plan.
- To be responsible for all the client's nutritional needs including administering feeding through PEG.
- To fully assist the client in supporting their physical and emotional wellbeing identifying when they are distressed or uncomfortable.
- To fully assist with manual handling, including using hoists and other specialist equipment.
- To fully assist with preventative pressure area care.
- To provide waking night care.

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

- To fully assist the client to continue with any hobbies and interests.

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

To make and maintain an effective working relationship with the client, the client's family, 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 professional 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 client's parent, 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's parent.
- 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 head injury.
- To be familiar with Head First's Support Worker induction pack, About Me, Rehabilitation Goal Plan, Risk Assessment and Management Plan, Medicine Support Plan (where applicable) 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 and their parent'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. wheelchairs, hearing aids, spectacles, etc.
- To report any unsafe equipment, faulty appliances, damaged furniture, or any potential hazard 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 job holder 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 ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties.
- To notify the Case Manager, or other appropriate team member immediately, of your inability to report for duty, and also your availability to return to work after a period of absence.
- To ensure the security of the client's home at all times.
- 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.
- To maintain physical fitness, as required, for moving, handling and assisting the client.
- If unsure of appropriate action to take, to contact the Case Manager, or Head First's "out of office hours" on-call service immediately for advice.

<b>Person Specification For Support Worker working with our client</b>	<b>Essential</b>	<b>Desirable</b>	<b>Not Applicable</b>
<b>EDUCATION AND QUALIFICATIONS</b>			
Good general education		x	
NVQ or other relevant professional qualification in care			x
Basic First Aid training, basic food hygiene training, Health & Safety and Fire Awareness		x	
Keeps up to date with good practice in the provision of services to vulnerable people		x	
A commitment to own learning and personal development	x		
Benefits from supervisory and monitoring relationships	x		
Training in percutaneous endoscopic gastrostomy (PEG) feeding and delivering medication through PEG		x	
Training in oral suctioning and nebulising		x	
<b>EXPERIENCE AND KNOWLEDGE</b>			
Knowledge of brain injury		x	
Experience of working with children with acquired brain injury and complex care needs		x	
An understanding of the principles of domiciliary care		x	
Understanding of confidentiality	x		
Knowledge and experience of Moving & Handling techniques, and the ability to carry out	x		
Experience working with clients who require PEG feeding and oral suctioning		x	

## SKILLS AND ABILITIES

Works on own initiative and prepared to take responsibility	x		
Works co-operatively and effectively as part of a team	x		
Plans and prioritises effectively	x		
Promotes teamwork	x		
Responds positively to people with disabilities	x		
Develops local networks and knowledge of community resources	x		
Promotes independence	x		
Works to agreed plans	x		
Follows agreed lines of communication and seeks appropriate assistance	x		
Handles difficult situations and responds to emergencies appropriately	x		
Computer literate (MS software, internet, email, etc)	x		
Communicates clearly and has a high standard of written and spoken English	x		
Communicates effectively with families and other agencies and professionals	x		
<b>PERSONAL ATTRIBUTES</b>			
Available for work with flexible hours – to include weekends, evenings, nights and bank holidays	x		
Enthusiastic and self-motivated	x		
Positive attitude	x		
Patient, understanding and sensitive to the needs of others	x		
Able to deal with sensitive personal care tasks	x		
<b>OTHER</b>			
Full Driving licence		x	
Car driver with the use of a car for work purposes			x
Occupational Qualification - Equality Act 2010 FEMALE ONLY	x		
Willing to apply for a DBS (Disclosure & Barring Service) Enhanced Disclosure	x		
Eligible to work in the UK	x		