

## **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

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.

Employees 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.

**REPORTING TO:** Case Manager

#### **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 and his family in a rehabilitative and supportive role.

To encourage our client's participation in activities within the home environment and the community.

To promote the opportunity for our client to live in the community for as long as possible.

To assist our client to live as independently, comfortably and securely as possible, while ensuring our client retains dignity, independence, fulfilment and individuality at all times.

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

### **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.

### **Personal Care:**

- To fully assist with getting in or out of the bath or shower safely.
- To fully assist with bed bathing/showering and personal hygiene.
- To assist with dressing, undressing and selection of appropriate clothing.
- To fully assist with oral hygiene, hair care and personal grooming.
- To assist to use the toilet and adjust clothing.
- To fully assist with toilet care, including incontinence and change of pamper pads.

### **Other Care:**

- If required, to prompt parents to give medications as per the medication chart. Support workers are not trained to give any medications via the Peg Tube and therefore should not overstep the boundaries of their role.
- To fully assist with moving and handling transfers when and if appropriate.
- To fully assist with preventative pressure area care, and reporting any breaks, sores or potential at-risk inflamed areas to skin.
- To fully assist with requests for general reassurance and care from parents.
- To fully assist with frustration, irritation, anxiety and agitation as expressed either by the client or parents.
- To fully assist with the Peg Feed regime under the supervision and training of parent.
- To fully assist with the Therapy regime as instructed by the therapists in documentation within the Care /Goal Plans.

- Once trained and competent, to fully assist with oral suctioning of the client.
- To closely supervise the client at all times for signs that he needs suctioning and to act swiftly when suctioning is required.

### **Domestic & Social Assistance:**

- To fully assist with shopping as required by the parent as part of the client's activity.
- To assist with light domestic duties (inc personal laundry, ironing, etc).
- To prompt with arranging and recording appointments.
- To fully assist with ensuring all appointments are attended, including social diary for client.
- To fully assist with social outings, activities, hospital visits, etc.
- To fully assist the client to continue with any hobbies and interests.
- To fully assist with investigating local resources and identifying appropriate activities for the client to undertake to encourage socialisation.
- To fully assist the client to use public transport – going on visits out.
- To drive the client, in a vehicle provided by the client.
- To exercise maximum integrity in all dealings with the client's financial and personal affairs and maintain strict confidentiality.

### **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, physiotherapists, neuropsychologists, occupational and speech therapists, tutors 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 in order to achieve common goals.

- To build trust with the parents. Remembering to maintain professional boundaries, during the course of work, especially if the client and parents are known as a “family friend”.

### **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 and family, including when there has been some degree of communication difficulties.
- To maintain good communication links with other personal assistants on the team, and any family members in the client’s home.
- To complete an electronic support worker record at the end of each shift.
- To complete daily verbal and/or written handovers to other personal assistants when there is a cross over shift
- To focus on engaging with the client at all times through activities such as reading, playing, talking, updating school work, and documenting these responses.
- To attend and participate in all Team Meetings.

### **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, 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 appraisals, and act appropriately on any feedback or recommendations.
- To communicate own training needs and identify areas for improvement.

**Health & Safety:**

- To aim to ensure a safe as possible living environment for the client, while respecting the client's /parents 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 the 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 complete an Accident/Incident Form and send to the Case Manager.
- To be aware of the Emergency Evacuation Procedure, and all other emergency procedures in place at the client's property.

**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 ensure that all information of a confidential nature gained in the course of duty is not divulged to third parties.
- To notify the family, 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.
- 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 on a rota management system
- 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.