

Number Seven Healthcare



Job description: Senior Support worker
Responsible to: Manager

This job description applies when you accept a position from Number Seven Healthcare to work as a support worker

Purpose of position

This care service involves a programme of personal care and household care management that is personalised for each service user in the form of a care plan.

Care duties will therefore include assisting the service user with a variety of duties, and in doing so the carer will observe and respect the service user's dignity, privacy and independence as far as is practical.

Principal responsibilities

1. To provide personal and practical care services for people with a wide range of illnesses and disabilities.
2. To assist service users with getting up in the morning, dressing, undressing, washing, bathing and the toilet where necessary.
3. To help service users with mobility problems and other physical disabilities, including incontinence and help in use- and care of aids and personal equipment.
4. To help in the promotion of mental and physical activity of service users through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreation.
5. To make and change beds; tidy rooms; do light cleaning and empty commodes.
6. To launder service users' clothing.
7. To set tables and trays, serve meals, feed service users who need help, prepare meals and wash up, and tidy and clear away.
8. To read and write in log-book records and take part in staff and service users' meetings and in training activities as directed.
9. To conform to all policies, procedures and guidelines laid down by Number Seven Healthcare in respect of carrying out these care duties and in other administrative aspects of the business, as relevant.
10. To be available to work as and when agreed with Number Seven Healthcare giving, where possible, 24 hours' notice of any cancellation.
11. To carry out accurately, and in a competent manner, instructions from managers and supervisors, adhering to the care plans of individual service users.
12. To actively talk- and listen to service users, allowing for their personal choice in their own home.

13. To maintain accurate, concise, up-to-date and timely records of the service user's care, diary sheets, medication forms, financial transaction sheets and timesheets.
14. To return all relevant paperwork to the office where deemed necessary by the company.
15. To be considerate in respect of written comments made in the daily log so as not to unduly or unintentionally offend or upset the service user as they and their family/representatives are entitled to read it.
16. To work only within Number Seven Healthcare regulations regarding the handling of service users' finances, ensuring accurate documentation and receipting of any transactions.
17. To be familiar with Number Seven Healthcare Health and Safety Policy and to promote safe working practices. To ensure full compliance with infection control procedures following company policy.
18. To report and record any accident or incident which may occur – no matter how minor, whether to the service user or carer.
19. To report back to the manager(s) or supervisor(s) on any aspect of the service user's care which, in the view of the care/support worker, warrants investigation or urgent action.
20. To report immediately to management any noticeable changes in health, behaviour or circumstances of service users – maintaining the service user's right to privacy and confidentiality.
21. To participate in reviews of service users' care plans as required. (for key workers only)
22. To advise supervisors and/or managers of any perceived problems or difficulties experienced with the service provided to service users.
23. To advise supervisors and/or managers of any ideas which might enhance or improve the level of service delivered to service users.
24. To perform such other duties as may reasonably be required.
25. To participate in induction and foundation training and regular in-service training programmes as directed by managers or supervisors.
26. To make yourself available on a regular basis at an agreed, appointed time to assess and review your personal and professional progress which will be recorded on your personnel file, which is available for inspection on request. This will be carried out as either a one-to one or annual appraisal.

Senior Support Worker - Additional responsibilities

In addition to the responsibilities and duties defined above, a Senior Support Worker may be called upon to conduct the following duties:

1. Contact and visit service users as directed by the organisation to carry out service user reviews:
 - (a) Ensure review questionnaires are completed.
 - (b) Ensure all paperwork in the service users' files has been completed and service user information recorded in line with company policy. Check that all forms are being completed correctly. Remove and replace used forms as

required. When errors are observed, to record copies of relevant service user forms to discuss with the care worker(s) concerned.

(c) Monitor work standards of support workers by undertaking spot checks.

(d) Report on service user visits, noting any concerns regarding service users or support workers, to management.

2. Visit new service users to take in service user files where requested. Ensure that the service user is aware of policies and procedures. Obtain signatures on contracts and other documentation as required by management.

3. To participate in, and generally support, the supervision of support workers as required. To join or lead regular team meetings (peer group supervision) or individual meetings (one to one supervision) to review any individual care concerns, discuss service users' requirements and update support workers on administrative and policy matters. To record and return minutes of these meetings and to discuss the outcome of such meetings with management as and when required.

4. To conduct and participate in unannounced spot-check supervisory and audit visits at service users' homes, to record the outcomes of these meetings on the appropriate forms and to return such forms to the office.

5. To participate in work-shadowing and the integration of care/ support workers into their new working environment.

6. To liaise with management in supervising or assessing new members of staff during their initial induction and shadowing period.

7. To participate in quality assurance reviews and other audit and control initiatives as directed by management.

8. To deputise for the manager in the event of his or her absence from work.