

## **HIGH OAKS FARM LTD**

### **JOB DESCRIPTION**

**Post:** **Support Worker for High Oaks Care Home and High Oaks Community Care & Support**

**Responsible to:** **Registered Manager, Support Team Manager (Management Team) and Shift Leader**

**Accountable to:** **Proprietor**

**Hours of work:** **According to contract of employment**

**Job purpose:**

To work as part of a team to provide support and care to residents of the care home with severe and enduring mental health problems providing a therapeutic environment underpinned by Recovery Model approaches. The role also requires that support workers provide care to clients in their own home with a variety of health and social care needs.

To demonstrate and maintain a commitment to practice that is forward thinking, informed, innovative and evidence based and the maintenance of the highest standards of professional conduct.

Support duties will include assisting the client/resident with a variety of duties, and in doing so the support worker will observe and respect the client's/resident's dignity, privacy and independence as far as is practical. All staff will work in such a manner as to ensure that, where possible, residents'/clients' choices can be exercised; that the rights of the residents'/clients' are met at all times; and to facilitate, where possible, the return of residents to a more independent community setting.

#### **1. Key areas of responsibility High Oaks Care Home**

- Assist the Shift Leader and/or Management Team with the compilation of individual resident support plans and risk assessments.
- Ensure that the care and support delivered is in accordance with the individual resident's negotiated support plan as directed by the Shift Leader or Registered Manager.
- Ensure accurate record keeping in residents' daily notes.
- Administer, store, audit and order medication as instructed by the Shift Leader or Registered Manager and in accordance with current policy.
- Assist residents with practical development such as budgeting, shopping, cooking, housework, laundry, health and personal hygiene as directed.
- Liaise with social services and other statutory and voluntary agencies on behalf of residents as directed.
- Liaise with colleges and training providers where appropriate to develop recreational and educational outlets for the residents outside of High Oaks as directed.

- Encourage and assist residents in social and leisure activities and to be part of the local community.
- Participate in and assist residents in activities and group sessions within and outside the home.
- Participate in residents' meetings as relevant.
- Provide a high standard of resident care, taking into account resident preference and need, along with the needs of the resident's family and significant others.
- Encourage the self-care and independence of residents, involving the residents' family and friends where applicable.
- Prepare and cook meals, with resident involvement where appropriate.
- Shop as required.
- Carry out domestic duties as required, maintaining a high cleanliness standard within the home.
- Arrange transport and drive as required.
- Accompany residents to appointments, contribute in the appointments as necessary and give accurate feedback to the Shift Leader and Management Team.

## **2. Key areas of responsibility High Oaks Community Care & Support (HOCC&S)**

- Provide personal and practical care and support for people with a wide range of mental/physical illnesses and disabilities.
- Assist clients with getting up in the morning, dressing, undressing, washing, bathing and the toilet where necessary.
- Help clients with mobility problems and other physical disabilities, including incontinence and help in use and care of aids and personal equipment.
- Help care for clients who are dying.
- Help in the promotion of mental and physical activity of clients through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreation.
- Make and change beds; tidy rooms; do cleaning task and empty commodes.
- Assist client to launder clothing.
- Set tables, serve meals, feed clients who need help, prepare meals and wash up, and tidy and clear away.
- Assist clients to collect benefits.
- Facilitate effective communication with clients, families, team members and Multi-Disciplinary Teams regarding the planning, support and development of each support package. To liaise on behalf of clients as directed.
- Assist clients to overcome problems they might experience whilst participating in community activities, and to assist clients in developing an awareness of their locality / local community.
- To enable clients to increase their capacity for independence and independent decision making.
- Accompany clients to appointments using your own vehicle as required, contribute in the appointments as necessary and give accurate feedback to relevant supervisors and managers.
- Report on any observed changes in mood or behaviour, health care needs or mental health care needs.

- Notify the manager or their nominee of any change in the client circumstances and maintain all records as instructed by the manager, and report any untoward incident or complaint, or abuse of a vulnerable adult.
- Carry out accurately, and in a competent manner, instructions from managers, supervisors, adhering to the support plans of individual clients.
- Actively talk and listen to clients allowing for their personal choice in their own home.
- Assist supervisors or managers with the compilation of individual client's support plans and risk assessments.
- Ensure all home visits are for the time allowed, as scheduled and request the client's signature on supplied timesheets at the end of each visit, showing accurate time of arrival and departure. Deliver timesheets weekly to High Oaks office for processing.
- Ensure timesheets are submitted within the specific timeframe.
- Maintain accurate, concise, up-to-date and timely records of the client's care, diary sheets, medication forms, financial transaction sheets and timesheets.
- Administer, store audit and order medication as instructed by supervisor or managers in accordance with current policy.
- Document each visit in the daily log, detailing tasks undertaken, any changes which have occurred and other relevant information. To be considerate in respect of written comments made in the daily log so as not to unduly or unintentionally offend or upset the client as they and their family/representatives are entitled to read it.

### **3. Key areas common to care home and community care**

- Conform to all policies, procedures and guidelines laid down by High Oaks & HOCC&S in respect of carrying out these care duties and in other administrative aspects of the business, as relevant.
- Work only within High Oaks & HOCC&S policies regarding the handling of clients' finances, ensuring accurate documentation and receipting of any transactions.
- Maintain regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant procedures.
- Demonstrate a commitment to personal professional development, assisting as appropriate or requested in the development of others.
- Provide advice and support to new members of staff and provide induction as directed.
- Be familiar with High Oaks & HOCC&S Health and Safety Policy and to promote safe working practices. To ensure full compliance with infection control procedures following company policy. To ensure full compliance with COSHH procedures following company policy.
- Report and record any accident or incident which may occur – no matter how minor, whether to the client or support worker.
- Report back to the manager(s), shift leader(s) or supervisor(s) on any aspect of the client care which, in the view of the support worker, warrants investigation or urgent action.
- Be aware of, and comply with, the tasks and activities which must NOT be undertaken as part of care duties, as detailed in High Oaks & HOCC&S Policy on Prohibited Duties (Limits of Responsibility).
- Perform such other duties as may reasonably be required.

#### **4. Staffing**

- Participate in staff meetings.
- Participate in regular staff handovers and discussions.
- Cover for the absence of other staff members where possible.
- Carry out administrative duties as required.
- Provide advice and support to new members of staff and provide induction as directed.
- Participate in supervision and appraisal sessions as instructed.
- Participate in informal and formal teaching sessions as instructed.
- Participate in induction, mandatory training and regular in-service training programmes as directed by managers, shift leaders and supervisors.

#### **5. Environmental**

- Maintain the safety and security of the building.
- Bring to the attention of the Shift Leader or Management Team, defects or matters of health and safety in the home.
- Actively participate in maintaining high cleanliness standards in the home.
- Abide by the legal requirements of relevant acts e.g. Health and Safety at Work, COSHH.
- Carry out basic maintenance as required and according to skill level acquired.

#### **6. Personal and Professional Responsibilities/Other**

- Work in such a manner as to ensure a positive and co-operative relationship with all colleagues, residents/clients and visitors.
- Ensure accurate and effective communication with staff, residents/clients and outside agencies.
- Demonstrate a commitment to personal professional development, assisting as appropriate or requested in the development of others.
- Adhere to policies and procedures currently in action and assist in the update of existing policy and development of new policies as appropriate.
- Have access to a wide range of confidential information, which must not be divulged to any unauthorised person, in any circumstances in accordance with the contract of employment.
- Abide by the legal requirements of the Health and Safety at Work Act 1974 and any other relevant acts.
- Abide by the Code of Practice for Social Care Workers.
- Maintain regular, consistent and professional attendance, punctuality, personal appearance and adherence to relevant procedures.
- 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.

- Be aware of, and practice within, the legal requirements of the current Mental Health Acts, Mental Capacity Act, Deprivation of Liberty Act, Health and Social Care Act 2008 and any other relevant acts in existence or that may be introduced.
- Work on a fully flexible shift pattern to meet the needs of the 24-hour service the Company provides.
- Report to the Administrator (Registered Manager or Support Team Manager if not available) in matters concerning personnel i.e. annual leave. Details regarding reporting sickness can be found in the Staff Handbook.
- Work in accordance with the Company's time and attendance procedure to include submission of timesheets within the specified timeframe.
- Advise shift leaders, supervisors and/or managers of any ideas that might enhance or improve the level of service delivered to clients/residents.
- Where appointed, undertake the role of named first aider.

*This job description outline is not intended to be a complete and detailed list of all requirements and is only to be used as a guide to the responsibilities and duties involved in this post. It can be amended as the Company requires at any time and at the discretion of the Company.*

#### **Person Specification**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of assessing</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general standard of education.</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ</li> </ul>	Application form.
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working on own initiative/unsupervised.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with a call monitoring system.</li> </ul>	Application form. Interview process.
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Good written and oral communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Wide range of community working.</li> <li>• I.T. skills.</li> </ul>	Application form. Interview process.
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Able to work as member of a team.</li> <li>• Empathy towards client group.</li> <li>• Flexible/adaptable.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with people with mental health issues</li> </ul>	Application form. Interview process.
<b>Personal Circumstances</b>	<ul style="list-style-type: none"> <li>• Current driving licence.</li> <li>• Own transport available.</li> </ul>		Application form.