



POST: Later Living Support Worker

REPORTS TO: Later Living Manager (with meals)

LOCATION: Development Based

PURPOSE

Work within a team to ensure customers are supported to live as independently as possible within their own homes; providing housing support, promoting positive outcomes for customers.

In addition, the Later Living Support Worker (LLSW) will assist in the management of the development, ensuring that customers are able to enjoy an acceptable standard of living in an environment which is clean, safe and secure.

The LLSW is responsible for promoting the well-being of customers and assisting in maintaining independence, in so far as they are able.

The LLSW will be involved in supporting the delivery of the meals service.

MAIN DUTIES

- Be aware and understand relevant Trust policies and procedures relevant to the role and how they should be implemented whilst at work in accordance with Trust's values and ethos, ensuring customers are at the heart of everything they do.
- Ensure person centred housing support is provided, as detailed in customers' personal plans.
- Work with designated customers to review and update all documents within Rubixx system.
- Ensure adult support and protection referrals are made and reported to appropriate statutory agencies.
- Support customers in their daily living, and to promote health and well-being.
- Support customers to maintain continence (this may include catheter and stoma care).
- To be involved in the provision of the meals service, taking into consideration any specific individual dietary needs.
- To adhere to the development's Food Safety Risk Analysis (HACCP).



- To encourage customers to participate in, and to help organise group activities.
- To work alongside colleagues to ensure that customers receive the best possible service under the direction of the Later Living Manager (Meals).
- Ensure the safety and security of the building and advise customers on security matters.
- Respond to alarm calls and take appropriate action.
- Report any maintenance concerns to the appropriate department.
- Support customers to maximise their independence, choice and individual rights.
- Be responsible for the building and respond to enquiries, telephone calls and emergency situations in the absence of the Later Living Manager.
- Work in partnership with other agencies e.g. health and social care professionals, and other community services.
- Make use of all Trust systems for customer support, employee learning and development, rota management and employee management.
- Participate in support & development meetings and undertake relevant learning in relation to the post.
- Participate in the induction of new colleagues into the service.
- Participate in team meetings /briefings.
- Undertake appropriate training for the post including the commitment to obtain a SVQ in line with registration requirements of SSSC.
- To undertake any other relevant duties as considered appropriate to the post

PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Effective communication skills with customer group which is adaptable to different needs of customers e.g. dementia	✓	
Maintain Trust's value base, providing excellent support to customers, flexibly and adapting to individual needs	✓	
Experience of dealing with emergency situations in a professional manner		✓
Work effectively and efficiently as part of the team	✓	



Effective written and IT skills including working knowledge of Microsoft 365 applications, rota management systems, customer and employee information systems	✓	
Work on a rota basis including weekends, late/early shifts, public holidays	✓	
Challenge any inappropriate colleague behaviour, bullying, harassment or discrimination and report it through the appropriate channels.	✓	
Education, Qualifications, Training & Development	Essential	Desirable
SVQ Level 2 Health & Social Care or willingness to obtain this qualification.		✓
Other factors and attributes	Essential	Desirable
Commitment to continuous improvement, development of good practice and high-quality provision of services.	✓	
Satisfactory PVG Check	✓	
Obtain and retain registration with SSSC	✓	
Willingness to provide cover for colleague absences	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and SSSC and Employee Codes of Practice.	✓	

Signed _____

Dated _____