Post Title	**Support Worker**
Service	Bield at Home (Care at Home)
Department	Supported Living Services
Responsible to:	Management Team within the Service
Responsible for:	Not Applicable

Purpose of Job:

By working as part of a team you will support the delivery of a high quality care at home service which delivers person centred care that focuses on individual outcomes for those using the service.

This is delivered in line with the National Care Standards, Bield Housing and Care Policy and Procedures and the Care Inspectorates Quality Framework for Care at Home.

Support Workers will also be expected to follow the standards laid down by the Scottish Social Services Council (SSSC) Codes of Practice.

Main Duties:

- To provide direct support to individuals so that they can achieve their identified personal outcomes.
- This direct support will include personal care, moving and handling and support with medication or other relevant activities as per support plan
- When providing this support the individual should always be at the centre and the support should be delivered in a way that promotes dignity, respect and maximum independence.
- When supporting the person, if you identify any changing needs, these should be highlighted to your line manager who can decide if a change is required to the persons care and support.
- Liaise with families so that they feel confident in the support their loved one is receiving.
- Liaise with other professionals involved with the person which can include social work and health colleagues to ensure continuity of care.
- Be involved in the review of the persons support to ensure that you continue to provide support in a way that they want and that it continues to meet their needs.

- Be competent at using the care management system, training will be given.
- Ensure that all care delivered is recorded effectively within the care management system.
- Work effectively as part of a team both within your own team and as part of the wider supported living team this would include, participating in team and/or individual meetings.
- Participate in all learning and development ensuring that you have the skills to do your job and that you continue to meet your registration requirements with the SSSC.
- Take on any additional responsibility/duties as required by your line manager.
- Be flexible to support and be deployed to other services should they require extra staff.

Equality, Diversity and Inclusion

Bield Housing and Care promotes a workplace that is inclusive and diverse, as a member of staff we would expect you to treat people fairly in a non-discriminatory manner and equally you should be treated in a way that is fair, respectful and non-discriminatory.

Health and Safety

Bield Housing and Care is committed to ensuing that we have a safe and healthy workplace for everyone. All employees are required to take reasonable care of their own safety and the safety of others affected by their actions. Everyone is expected to comply with all aspects of our Health and Safety Policy including participation in training as requested.

Additional Information

There is a flexible rota system in place for staff, this varies across each service and is dependent on the needs of those individuals the service is supporting. Due to the ever changing needs of those receiving a service, rotas can be subject to change. The aim would always be that staff are given prior notice of changes however this may not always be possible.

Person Specification: Support Worker

Experience:

Criteria	Level
Ability to demonstrate transferrable skills relating to support and care. This can include daily living skills such as budgeting, cooking.	Essential
Supporting people within a support/care environment.	Desirable
Supporting older people, especially those who are experiencing cognitive decline.	Desirable
Supporting individuals to reach their personal outcomes and inputting to their personal support plan	Desirable
Supporting individuals with personal care.	Desirable
Medication management	Desirable
An understanding of the moving and handling process.	Desirable
Risk Management.	Desirable
Working and liaising with families and other professionals involved in a persons life.	Desirable
Using a care management system and of recording and reviewing delivered care/support .	Desirable

Knowledge, Skills and Understanding:

Criteria	Level
Effective communication skills that adapt to meet the needs of those that you are communicating with.	Essential
Ability to write and speak English that is clear and easy for others to understand.	Essential
Have an approachable non-judgemental manner which shows understanding and kindness and upholds the confidentiality and individuality of the person at all times.	Essential
Good organisational skills	Essential
Ability to work calmly and diffuse situations which may become volatile.	Essential
Ability to work unsupervised and to use your own initiative within the parameters of the service.	Essential
Ability to use a care management system	Essential
Ability to report any concerns that you may have about practice or the vulnerability of the person you are supporting.	Essential
Rota management systems and a flexible approach to hours worked.	Essential
Take part in all learning and development relevant to your post and SSSC registration.	Essential
Knowledge of office 365.	Desirable
An awareness of the National Care Standards.	Desirable
Knowledge of the Adult Support and Protection (Scotland) Act and how this keeps people safe.	Desirable

Education and Qualifications

Criteria	Level
You must have the ability to achieve the qualifications necessary to meet the registration requirements of the Scottish Social Services Council (SSSC).	Essential
You must have the ability to undertake the necessary training/courses to reach the SSSC's CPD requirements	Essential
SVQ Social Services and Healthcare at SCQF Level 6 or equivalent qualification accepted by SSSC as meeting the requirements for registration. Support worker in a care at home service - Scottish Social Services Council (sssc.uk.com)	Desirable

Service Specific / Contra Indicators

Criteria	Level
To have a genuine interest in, and, an open flexible approach to, the promotion of excellent standards of care for older people.	Essential
To be able to work over a shift rota including days, evenings and weekends.	Essential
To be willing to participate in training and travel to attend training/meetings as required.	Essential
To have a valid UK driving licence and access to a roadworthy vehicle insured for business purposes	Desirable