



## Services for Independent Living

### Job Description

Job Title:	Homecare - Support Worker
Reports to:	Registered Manager/Deputy Manager
Location:	Herefordshire
Hours:	Service-led (weekend working required)
Salary:	£13.22 per hour (contact time) £6.33 per hour (travel time)

Services for Independent Living is a Voluntary Organisation for which the Board is made up of at least 51% disabled people or family carers. Our aim is to provide a comprehensive range of services that support people to live independently within their own home and community.

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### **Position in Organisation**

This is an important role within SIL, reporting directly to Homecare management. The role requires a high degree of flexibility, initiative and the ability to work unsupervised on a day-to-day basis.

The post holder must show clear commitment to SIL's guiding principles: Partnership; Respect; Innovation; Diversity; Equality; Strength based

### **Principal Accountabilities**

Homecare Support Workers work with service users, enabling them to remain independent in their own homes. Our Support Workers deliver care in the home and provide a reliable, personal service which meets the individual's personal needs respecting confidentiality at all times. Duties and tasks will include the provision of personal, social, and enabling care and support to service users within their own home and in the community.

### **Job Specification**

To deliver high quality care to Service Users and their families.

To provide the highest quality care to Service Users in their own homes in accordance with their support plan, using a person-centred approach.

The range of tasks that the Support Worker may be required to undertake includes personal care and domestic/practical tasks. (Personal care includes washing, dressing, bathing, continence management and medication monitoring and/or assistance).

Social duties include preparing and cooking meals, essential cleaning, shopping, companionship, and community visits.

Enabling and support may include such activities as supervising, monitoring, and coaching to empower service users to be as independent as possible and have control over their own lives.

Support Workers may also be required to escort or accompany service users to outings, appointments, or other events.

Deliver support in a manner which is sensitive to the service user's culture, disability, race, age, sexuality, marital or civil partnership status, transgender status, or religion/belief.

Promote the dignity and privacy of service users.

Any other duties that may be necessary to comply with the demands of the Care Quality Commission (CQC) or other legislative bodies, or as delegated by your line manager.

## **1. COMMUNICATION & PROMOTION**

To be aware of the personal needs and requirements of your service users, communicating successfully, not only with your service user, but with their family, friends, and other healthcare professionals.

With due regard to data protection to complete, file and communicate relevant and accurate records.

To promote a positive image of the organisation, both through the actual work carried out and the representation of the organisation outside work.

At all times present a professional and caring image of Services for Independent Living Homecare.

## **2. WORKING WITH OTHERS**

Engage and work closely with unpaid carers, such as family or friends, for the benefit of the service user.

Contribute to and work effectively as part of a team.

Ensure that SIL's Equal Opportunities Policy is always fully implemented.

## **3. MANAGING RESOURCES**

Adhering to and following daily schedules to include the use of community monitoring via Electronic Monitoring System (EMS).

Maintain appropriate detailed records, including Electronic Medication charts using our bespoke EMS software

Maintain appropriate records to meet the needs of the service, observing and promptly reporting back any changes or concerns in your service user's circumstances or condition.

#### **4. HEALTH AND SAFETY**

As an employee of Services for Independent Living the post holder has a duty under the Health and Safety at Work Act 1974, to:

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

To adhere Services for Independent Living Health and Safety policies, standards, and guidance at all times.

Promote anti-discriminatory practice.

Protect the confidentiality of service users and of Services for Independent Living.

Act promptly and appropriately to protect service users from neglect or abuse.

#### **5. LEARNING & DEVELOPMENT**

To prepare for, attend and participate in regular supervisions, meetings and training courses and share and implement knowledge and skills gained.

To prepare for and participate in annual appraisals, identify personal training needs and commit to continual professional development / updating of skills.

**I have read the above job description and understand that it forms part of my terms and conditions of employment and agree to abide by them.**

**Signature of Employee**

**Date**

**Signature of Employer**

**Date**

## Person Specification

Attributes	Essential	Evidenced by	Desirable	Evidenced by
<b>Aptitudes and Skills</b>	<p>Good interpersonal skills</p> <p>Evidence of ability to use initiative, to lone work and work as part of a team</p> <p>Confident approach and able to remain calm under pressure</p>	Interview/ Application Form		
<b>Experience</b>	Commitment to learn and develop skills needed to deliver a high quality care service.	Interview/ Application Form	Previous experience or working in the community/Domiciliary care setting	Interview/ Application Form
<b>Education, Qualifications and Knowledge</b>	<p>GCSE Grade C or equivalent English and Maths</p> <p>Commitment to undertake care certificate and Diplomas in Heath and Social Care</p>	<p>Certificates</p> <p>Interview/ Application Form</p>	<p>Diploma Level 2 or above in Health &amp; Social care</p> <p>Knowledge of First Aid, Health &amp; Safety and Food Hygiene</p> <p>Completed care certificate</p>	<p>Certificates</p> <p>Interview/ Application Form</p>
<b>Other</b>	<p>Commitment to supporting older and vulnerable people to have more choice and control over their daily lives.</p> <p>Demonstrates respect for all and commitment to equal opportunities.</p> <p>Patient and sensitive to the needs of others.</p> <p>Committed to developing and using the skills of older and vulnerable people.</p>			Interview/ Application Form

	<p>The post requires a flexible response according to service user's needs.</p> <p>Will be required to travel in and around the local community (Herefordshire)</p> <p>Available to work shifts, including weekends and bank holidays.</p> <p>Car Driver with valid licence.</p> <p>Provision of car for business use with current tax and MOT and if applicable insurance to cover business use and carrying of service user as passengers.</p>	
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Competence	Generic Behaviour Indicator	Evidenced by
<p><b>Service User Focus</b> Considers performance and behaviour in relation to service users</p>	<ul style="list-style-type: none"> <li>• Understands Role Requirements</li> <li>• Provides Person Centred Support</li> <li>• Partnership Working</li> </ul>	<p>Interview/ Application Form</p>
<p><b>Team Work</b></p>	<ul style="list-style-type: none"> <li>• Strong working relationships with colleagues</li> <li>• Builds strong working relationships with line manager</li> <li>• Supports new staff</li> </ul>	<p>Interview/ Application Form</p>
<p><b>Managing Self</b> Know how your personal behaviour impacts on others</p>	<ul style="list-style-type: none"> <li>• Communicates effectively</li> <li>• Takes responsibility for own learning and development needs</li> <li>• Is personally effective</li> <li>• Is self aware</li> </ul>	<p>Interview/ Application Form</p>

All disabled people meeting the essential criteria are guaranteed an interview. Services for Independent Living is a member of the Armed Forces Covenant. As such all veterans or family members of serving personnel will be interviewed if they meet the essential criteria.