

## Kent County Council

### Job Description: *Support Worker*

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| <b>Directorate:</b>    | <b>Adult Social Care and Health</b>                                                |
| <b>Unit/Section:</b>   | <b>Enablement and Support Services</b>                                             |
| <b>Grade:</b>          | <b>KSD</b>                                                                         |
| <b>Responsible to:</b> | <b>Adult short breaks or Community service<br/>Registered or Provision Manager</b> |

#### **Purpose of the Job:**

Assist in meeting the needs and aspirations of people with learning disabilities and/or Autism by using a person centred approach, providing them with encouragement, support and assistance, promoting their social inclusion and promoting their rights and choice under the supervision and direction of a senior member of staff and within the context of county and directorate procedures, as well as primary care legislation, to enable people to live more independent and fulfilled lives.

#### **Main duties and responsibilities:**

- Encourage and support people to live independently by providing guidance and psychological, social and physical support as appropriate, in accordance with the agreed support plan, in order for them to be as self-managing as possible in all aspects of their daily life. This includes providing personal care as appropriate.
- Promote the social inclusion of people by encouraging and supporting them to access activities and participate fully in their local community, in accordance with their agreed person centred support plan and under the direction and guidance of senior staff, in order for them to live as full members of the community.
- Promote effective communication and relationships by responding to individual's verbally and by physical presence and by listening to and supporting needs or problems in a manner which promotes confidence, to ensure awareness of the individuals' needs and aspirations and that individuals play an equal and valued role in decision making.
- Encourage and support self-medication and administer prescribed medication and homely remedies as appropriate, for which there is professional agreement, using the correct technique at the appropriate time, in accordance with the person centred support plan and within standard procedures guidance.
- Contribute to the monitoring, recording, evaluation and review of the individual's progress against the agreed person centred support plan, taking into account the

individuals and others views to inform the overall provision of service, implementing modifications under the supervision of relevant senior staff.

- Contribute to the production of records and written reports, under the supervision of senior staff, in accordance with internal and legislative requirements, which may be presented for review meetings, planning meetings and recording purposes, ensuring that confidential records are stored in a safe location, so that appropriate records are maintained.
- Promote equality for all individuals which recognises and encourages anti discriminatory behaviour, respecting confidentiality of information, recognising people's rights and choice and respecting their personal beliefs and identify and challenging discriminatory views in the community, in order to foster equality, diversity and rights.
- Promote health, safety and security in undertaking work activities and in the work environment, by being aware of, monitoring and reporting risks and by complying with internal health and safety policies and procedures and relevant legislation, to ensure the health, safety and welfare of themselves and others.
- Identify and process any safeguarding and quality of care issues and refer to appropriate colleague to ensure that people's welfare is protected and that quality and standards of services provided are maintained.
- Assist and escort people in vehicles, observing and acting upon any challenging behaviour or deterioration of well-being to ensure a safe delivery and preventing any distraction to the driver.
- Drive the minibus in accordance with the Highway Code, the County Council's Code of Practice for minibus drivers and training provided by the Road Safety Unit of the County Council to all people's to maintain safety whilst on the highway.
- Administer the admission procedure and carry out domiciliary visits when required.
- Under the professional direction of each Person's medical practitioner, deal with illness, accidents and emergencies requiring first aid and home nursing skills.
- Carry out and be responsible for all aspects of domestic work necessary to maintain proper standards of hygiene, including the maintenance of a clean-living environment within the establishment, responsibility for laundry and for person's personal hygiene, ensuring their nutritional needs are met.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Support Worker*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

|                             | <b>CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <b>QUALIFICATIONS</b>       | <p>Currently studying towards or commitment to undertake appropriate training, as directed by the line manager</p> <p>Hold a NVQ / diploma level 2 in the health and social care field or above and willing to work towards this a level 3.</p> <p>Care certificate is a requirement of this post, which can be gained within six months of employment.</p>                                                                                                                                                                                                                                                                                                                                                                                |
| <b>EXPERIENCE</b>           | <p>Relevant experience of care and support of other individuals (this can include voluntary experience and personal experiences as well as paid work), including within the public, private or voluntary sectors in the care of adults/working with people with learning disabilities and/or Autism</p> <p>Competence development for People we support</p> <p>Practical experience of personal, domestic and hygiene care</p>                                                                                                                                                                                                                                                                                                             |
| <b>SKILLS AND ABILITIES</b> | <p>Good interpersonal skills and ability to communicate with people and their families as well as with partnership agencies</p> <p>Ability to deal with day to day problems, including identifying any Safeguarding (Protection) of Adults issues or concerns, with prompt referral to Supervisor</p> <p>Good People assessment skills</p> <p>Written and numeracy skills to be able to assist in completing records and reports, and to support peoples with handling money</p> <p>Ability and commitment to support the directorates Equality and Diversity Policy statement which is an integral part of service delivery and relationship with the person to respect them as individuals, regardless of protective characteristics</p> |

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| <b>KNOWLEDGE</b> | <p>Staff will be expected to work within national legislation, and corporate and directorate policies and procedures, relating to Health and Safety</p> <p>Awareness of Valuing People Now or the current white paper legislation and person-centred planning</p> <p>Awareness of and commitment to the 'promoting independence' and 'person_centred' ethos of the Service</p> <p>Awareness of the Mental Capacity Act and Deprivation of Liberty Safeguards (DoLS)</p> <p>Awareness and understanding of Adult Safeguarding policies and procedures</p> <p>Awareness of Administration of medication policies</p> <p>Working knowledge of basic First Aid, health and safety, community safety, administration of medication, Infection control and food hygiene</p> <p>A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability</p> <p>Awareness of Data Protection and confidentiality issues</p> <p>Awareness of data protection and confidentiality issues and the County's Record Retention Policy</p> |
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| <p><b>KENT VALUES<br/>AND CULTURAL<br/>ATTRIBUTES</b></p> | <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p> |
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