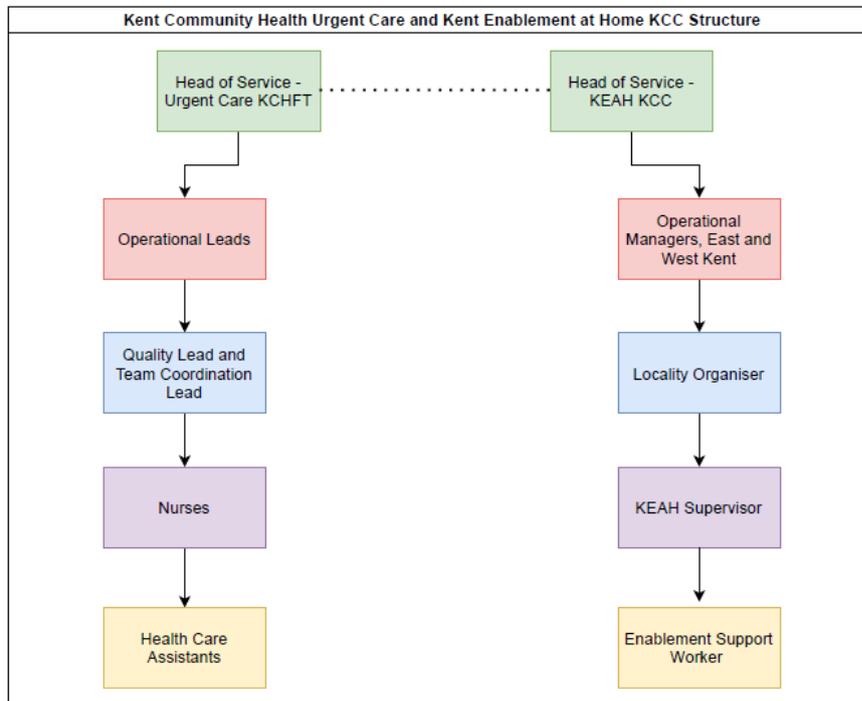


Job Title: Home First Support Worker
Responsible to: KEAH Supervisor/Nurse/Therapist/Locality Organiser
Hours: full time (37) or flexible
Last updated: June 2023
Grade: KR5/B3
Base: To be confirmed (East Kent)

Description of service:

Our Enablement and Urgent Care services are responsive and flexible with the aim of supporting people to develop and maintain their independence within their home environment. Our aim is to prevent unnecessary hospital admission and facilitate early discharge from the acute hospitals.

Organisational chart:



Role responsibilities:

- Keeping the people who use our services as safe as possible through the use of sound judgement and effective risk assessments, escalating concerns to the relevant professional in a timely manner.
- Enabling the person to be independent with their personal care, including washing, dressing and toileting.
- Enabling the person to regain, where possible, their previous levels of independence taking their interests and previous skills, encouraging new skills.



- Ensuring the best possible outcomes by using up-to-date skills, good and accurate recording skills and adhering to policies and procedures within scope of assessed competence.
- Ensuring the people using our services have a good experience by respecting, empowering and working in partnership with people throughout the support planning process, respecting their wishes, choices and providing a person-centred approach.
- Support and advise people and their closer support network on how best to manage their condition in the context of living in their home, with a non-judgmental approach, whilst maintaining privacy, dignity and respect to ensure the highest standards at all times..
- Support, develop and help to maintain a person's confidence and independent living skills in order for them to optimise their abilities and regain the optimum levels of independence.
- Support a person in integrating/re-integrating into community-based activities.
- Signposting and advising on longer term health and social care needs.
- Give advice and guidance to access equipment /minor adaptations for a person's home.
- Monitor the person's progress, recording their level of functioning to support the ongoing assessment which will contribute towards the care and support plan.
- Identify and process any safeguarding or quality of care issues and refer on to appropriate colleagues to ensure that person's welfare is protected and that the quality and standard of services provided are at and beyond the levels that are anticipated.
- Ensure all practice promotes equalities recognising anti-discriminatory behaviour, respecting confidentiality and individual rights and choices and also all practise is carried out within Health & Safety policies.

Kent County Council Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

- Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile
- Curious - constantly learning and evolving



- Compassionate and Inclusive - compassionate, understanding and respectful to all
- Working Together - building and delivering for the best interests of Kent
- Empowering - Our people take accountability for their decisions and actions
- Externally Focused - Residents, families and communities at the heart of decision making

Kent Community Health NHS Foundation Trust Values:

Compassionate

This is about putting those accessing our services at the heart of everything we do so the way we deliver our Service provides empowerment, meets their expectations and caters for their needs. It is characterised by having a positive attitude, being kind and polite, understanding diversity and demonstrating respect, patience and tolerance. It is equally about making staff feel truly valued so they feel cared for and are engaged with our vision and values and display these values to each other, whatever their role in the trust.

Aspirational

This is about empowering and being aspirational towards ourselves and to those we offer support. It is seeking and supporting continuous improvement, a focus on research, generating ideas and innovations and being adaptable to change. Sharing information, resources and ideas to deliver excellent outcomes. It is characterised by openness, transparency, and thinking creatively.

Responsive

This is about listening and creating effective relationships, communicating clearly, doing what we say we will when we say we will, asking and taking account of opinions, planning with the person and working across organisational boundaries. It is about working with and being responsive to our commissioners and stakeholders and designing services with them. It is also about effective working relationships within teams and across internal boundaries to deliver outcomes that improve our patients' experience. It is equally about applying these principles every day, working with staff so they feel valued and empowered.

Excellent

This is about striving to deliver the best support we can. It is about providing high quality services and wanting the best for our patients. It is also about leading by example and supporting and growing a culture of excellence in our teams. It is characterised by challenging complacency, tackling inappropriate and challenging behaviour and striving for continuous improvement.



Physical skills:

- Standard IT skills
- Ability to travel across the locality in a timely manner to ensure completion of role
- Manual dexterity required for the role.

Freedom to Act:

- The post holder is required to be accountable for their own actions, to act on their initiative and to be aware of the impact on others.
- In accordance with policies and competency frameworks to provide support to people in community services.
- The post holder will be expected to work unsupervised but under the indirect supervision of a senior team member.

Physical Effort

- There will be a frequent requirement for a combination of sitting, standing, bending, stooping, walking and driving.
- There may be some requirement for physical effort in relation to support.
- Use of computers, tablets and smartphones.
- On occasions requirement to use equipment to move people.

Mental Effort

- Predictable work pattern, necessitating an ability to adapt to a changing workload in the course of a day.
- Periods of concentration are required on a daily basis.

Emotional Effort

- Regular requirement to deal with emotional or distressing situations (supporting people at the end of their lives, family case conferences, safeguarding individuals etc.).

Working Conditions

- Exposure to bodily fluids, smells, noise and behaviours that may challenge us.



Person specification:

Qualifications:	<ul style="list-style-type: none"> - Willingness to undertake the Care Certificate - Literacy and numeracy skills - Care Certificate - Willingness to work towards Level 2 functional skills in English and Maths if not already attained (for those looking towards apprenticeships or future development)
Experience:	<ul style="list-style-type: none"> - Demonstrates an interest in caring for the health and welfare of adults needing support in the community. - Working with others
Knowledge:	<ul style="list-style-type: none"> - Understands and can apply key Health & Safety procedures relevant to the role - Use of a wide range of domestic appliances - Awareness and compliance with equality policies, procedures and legislation. - Understands the role and remit of the unregistered worker - Awareness of national policies and legislation, its relevance to care settings and its application across health and social care services.
Skills and abilities:	<ul style="list-style-type: none"> - Sound communication and interpersonal skills (verbal and written) - Ability to organise and prioritise own work - Ability to cope with change - Ability to use own initiative - Moderate IT skills. - 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.
Personal Attributes:	<ul style="list-style-type: none"> - Empathetic - Supportive - Flexible and adaptable - Resilience - Ability to work under pressure
Ability to manage:	<ul style="list-style-type: none"> - Ability to manage own time effectively. - Ability to prioritise care delivery in a professional manner, considering health and social care policies and procedures

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.