

Role Profile

Part A - Grade & Structure Information

Job Family Code	5PCS	Role Title	Support Worker
Grade	PS5	Reports to (role title)	Senior Support Worker
		Directorate	Health, Wellbeing and Adult Social Care
JE Band	161-191	Service	Service Delivery
		Team	
		Date Role Profile was created	Mar-21

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To assist individuals to live independently and deliver a high quality, efficient and cost effective service, placing the individual at the heart of the service.</p> <p>The role holder will assist with the delivery of a front line care service seven days a week, 24 hrs a day including bank holidays and evenings. They will ensure that high quality care is delivered in compliance with the standards set by statutory regulation and local stakeholders.</p> <p>The role holder will act as key worker for identified individuals, including individuals with learning disabilities, who may also have additional physical or sensory disabilities or mental health related support needs, and will take the lead in supporting them in yearly reviews and developing individual programmes for them.</p> <p>They will support individuals with managing their domestic chores, and where agreed as part of their care package and in accordance with service policy, provide emotional and practical support for individuals for everyday issues such as personal care and administration of medication, supporting them to live independently.</p> <p>The role holder will maintain accurate records and monitor and support individuals in accordance with an agreed support plan, ensuring that people have up to date individual assessments and support plans, are actively involved in making decisions about their care and support, and that people's needs are met in accordance with their individual assessments.</p> <p>They will display and promote the values and behaviours expected in the delivery of a high quality person centred service, reflecting the needs and rights of people to ensure that the service offers dignity and respect and considers issues of ethnicity and cultural matters for individuals at all times and adhere to the Service Delivery Code of Practice.</p>
Work Context	<p>This role is based in Service Delivery in the Health, Wellbeing and Adult Social Care Directorate. The Directorate provides services to people with a range of care and support needs across Surrey.</p> <p>Service Delivery provides direct care services to individuals in their own homes and in-house residential establishments across the county. The service is registered with and regulated by the Care Quality Commission (CQC) and works in accordance with good practice guidance and standards.</p> <p>Promoting independence, choice and control is at the heart of this post. The role holder will work in a person centred way proactively seeking to empower people and maximising their potential for independence in compliance with legislation and CQC standards.</p>

Line management responsibility if applicable	None
Budget responsibility if applicable	Indirect influence for a devolved budget.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Conduct standard assessments of service users' circumstances and issues and contribute to reviews of individual programmes under supervision from more senior colleagues. <p>Case Management</p> <ul style="list-style-type: none"> • Ensure individual care plans are implemented and the personal and health care needs of service users are met, working within guidelines and procedures, and record service user progress. • Support service users to access community opportunities and work directly with users, providing advice and support to facilitate independence. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan, organise and supervise allocated activities within procedural and regulatory framework. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make effective use of resources and provide feedback on improvements to contribute to cost effectiveness. <p>Work with others</p> <ul style="list-style-type: none"> • Support other team members and demonstrate understanding of others' needs and views. • Liaise with carers, relatives, colleagues and other agencies to ensure good communication and service to users. <p>People Management</p> <ul style="list-style-type: none"> • Assist in the induction of new staff and by sharing expertise and knowledge within the team. • May oversee and guide more junior staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<p>Vocational Qualifications Level 2 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience.</p> <ul style="list-style-type: none"> • Awareness of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with social care needs, to gather appropriate information and to reach a view about the likely type and source of assistance. • Able to present options and choices and support others to come to their own conclusions. • Good written and oral communication skills with the ability to build relationships with a range of stakeholders. • Competent in a range of IT tools including databases and MS Office. • Ability to explain processes and concepts in simple terms, maintain appropriate records, and to build effective relationships with service users and others. • Able to manage own time effectively and identify priorities. • Ability to work effectively and flexibly as part of a team. • Ability to guide and support less experienced or more junior colleagues • Experience of working with the user group. • Satisfactory DBS clearance might be required.

Details of the specific qualifications and/or experience if required for the role in line with the above description

- Commitment to undertake the Care Certificate within the probationary period.
- Commitment to undertake Diploma in Health and Social Care or equivalent.
- Understanding of the needs and aspirations of adults with learning disabilities who may also have additional physical or sensory disabilities or mental health related support needs.
- Commitment to ensure that people are treated with compassion, kindness, dignity and respect.
- Effective written and verbal communication skills including the ability to present information and write clear reports.
- Ability to work on own initiative, responding flexibly to changing priorities and maintaining accuracy and attention to detail.
- Ability to organise workload to respond accurately and effectively to conflicting priorities, determine priorities and respond in accordance with agreed procedures and deadlines.
- Sound abilities and understanding of risk assessment and risk management.
- Ability to communicate with people with physical, cognitive or learning disabilities and have effective negotiation and influencing skills and good oral communication skills appropriate to any situation.
- A commitment to working in partnership and collaboration with colleagues.
- Understanding of and commitment to equal opportunities and diversity.
- Ability to work within the Surrey Multi Agency Safeguarding Procedures and internal Safeguarding Procedures.
- Experience of working as part of a team, as well as on own initiative.
- Willingness and ability to work and travel across the county potentially on a daily basis to meet the service demands and/or to attend training.
- Willing to work within a rota providing front line care service seven days a week, 24 hrs a day including bank holidays and evenings.
- Ability to respond and support as directed to declared civil emergencies as they occur.
- Commitment to continued professional and personal development and to undertake the essential training requirements for the role.
- Satisfactory clearance of Enhanced Disclosure and Barring Service (DBS) check for regulated activity.

Role Summary

Roles at this level provide practical social care services under direction to improve the quality of life of service users with a range of challenging problems. They liaise with service users, colleagues and other agencies to ensure good service to users. Some roles may oversee and guide the work of more junior staff. Role holders will typically be expected to work in terms of the vocational qualifications in social care and may be encouraged to consolidate their experience through accreditation at level 2. They will need to have the ability to acquire a knowledge of systems, procedures and good practice. They work within clear procedures and best practice guidelines. They will be subject to supervision but will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.