

# OUTLOOK CARE

## Support Work Assistant/Care Assistant

<b>Role title</b>	<b>Support Work Assistant/Care Assistant</b>
<b>Service type</b>	<b>(Learning Disability, Mental Health, Older People)</b>
<b>Reporting to</b>	<b>Nurse</b>
<b>Responsible for</b>	<b>No line managed staff</b>

<b>Role purpose</b> <sup>1</sup>
To work within teams to enable service users to lead their lives with dignity and with as much independence as their needs will allow
<b>Key Outcomes Required from the post</b> <sup>2</sup>
<ol style="list-style-type: none"> <li>1. By providing support in all aspects of daily living as identified in a person's individual care/support plan ensure each person's wellbeing</li> <li>2 By working in partnership with service users and those important to them maintain their personal independence wherever possible.</li> <li>3. By sensitive and person centred practise ensure intimate personal care is delivered with dignity and respect</li> <li>4 By reporting and recording of all emergencies, incidents and accidents in accordance with Outlook Care procedures ensure safety of service users</li> <li>5. By supporting service users at times of loss (skills, independence, mobility, bereavement) improve emotional health</li> <li>6 Through 1-1 and group interaction enable people who use the service to express their rights, views and choices</li> <li>7. By promoting mental health and social inclusion through conversation, individual/group activities within the household and in the community improve mental health and social inclusion</li> <li>8 Undertake domestic duties as required, including carrying out minor repairs to service users' clothing and household/personal shopping</li> <li>9. By acting as a key worker promote healthy living ensuring service users attend hospital and medical appointments</li> <li>10 By working under instruction of a nurse and after specialist training and after assessment of competencies provide support to the people living at Hedgerows as outlined in their support plans and risk assessments to meet their clinical needs. At times this will be on a 1:1 basis and will involve lone working in the community.</li> </ol>

<b>Role specification</b>	
<b>Experience, Qualifications and Specific Knowledge</b>	<ul style="list-style-type: none"> <li>• A qualification that is recognised by the Care Standard Commission or willingness to undertake further training required by the General Social Care Council.</li> <li>• Understanding of equality &amp; diversity issues</li> <li>• Food hygiene knowledge</li> <li>• First aid knowledge</li> <li>• Health and Safety knowledge</li> <li>• An understanding of the specialist needs of the client / user group (LD, MH or</li> </ul>

<sup>1</sup> Role purpose is a single sentence that captures the overall outcome the role is expected to achieve.

<sup>2</sup> "Key Outcomes" define the results / outcomes that the postholder is expected to achieve.

	<p>elderly care</p> <ul style="list-style-type: none"> <li>• Ability to maintain confidentiality is essential in relation to service users and their families, friends and Outlook Care</li> </ul>
<b>Other role specific requirements<sup>3</sup></b>	<p><i>Shifts, driver, working environment, physical aspects</i></p> <ul style="list-style-type: none"> <li>• Ability to work a flexible shift pattern which will usually include weekends, bank holidays, awake nights. And sleep ins</li> <li>• For all posts an ability to perform manual handling is required</li> <li>• For some posts an ability to drive is desirable.</li> <li>• To undertake specialist training where this is specifically required to meet the clinical needs of the people supported at Hedgerows.</li> </ul>
<b>Core Competencies Required<sup>4</sup></b>	
<b>Communication</b>	Communicates well with others, listening to their needs and conveying information clearly and accurately.
<b>Working with others</b>	Contributes to effective team working by building and developing trust, taking responsibility for own actions, being supportive and co-operative, showing an understanding of the principles of diversity
<b>Focussed on performance</b>	Works to a high standard to meet Organisational objectives, targets and priorities whilst offering guidance and support to others. Shows an awareness of own strengths and development needs.
<b>Service user and customer driven</b>	Ensures that services meet the needs of the customer / service user. Prioritises needs, responds positively to make and implement improvements.
<b>Role specific Competencies Required<sup>5</sup> - to be added</b>	
<b>Support Planning and provision</b>	Is able to work with service users to develop, write and maintain a support plan, outlining the individual's needs and the related support tasks to be delivered. Taking on the role of key worker to the people supported at Hedgerows.
<b>Safeguarding and promoting health and well-being</b>	Understands safeguarding responsibilities and identifies signs that people may be at risk, and records and reports any information available.
<b>Decision-making</b>	Works with service users to make an informed decision regarding risk.
<b>Finances</b>	Understands basic financial information and is able to support service users to make informed choices relating to their money (ie personal shopping, expenses)

<sup>3</sup> This will include ability to work shifts, *driver, working environment, physical aspects* particular technical skills, knowledge of computer ./ software packages.

<sup>4</sup> "Core Competencies" apply to all roles in Outlook Care and are descriptions of expected performance.

<sup>5</sup> Role specific competencies to be selected as applicable for the role from the full range within Outlook's Competency Framework.