****

**Job Title:**

Support Worker

**Responsible to:**

Home Care Manager, Assistant Manager, Team leader

**Job Summary:**

To support service users with their personal, social and health care needs as required by promoting their independence.

To work as part of a team and independently working closely with families, friends, and advocates of the service users who you are supporting, as well as other health and social care professionals to ensure service users are supported to lead the lives which they choose.

Working within agreed guidelines, policies and procedures, and following instruction as determined by management.

To work within essential standards set by the Care Quality Commission

**Main Duties and Key Responsibilities:**

* To provide the necessary support to enable service users to achieve their preferred lifestyles and ambitions as described in their person-centred support plan. This could include support with personal care, housework, finance, spiritual and cultural needs, work opportunities, support at day centre.
* To follow guidelines to support service users to make decisions and promote their independence.
* To support service users to maintain their rights, dignity, privacy and respect.
* To work flexibly to meet service user’s needs, ensuring support is provided, as required. Support and further clarification will be provided by the management team where a change outside of usual day-to-day support may be necessary.
* To work with and follow procedures and guidelines as specified by management and other professionals involved, as required.
* To maintain accurate, clear and concise written and numerical records, in respect of the service user who you support.
* To support service users in taking their prescribed medication in accordance with their medication administration records, policies and procedures.
* To communicate and engage effectively with all people involved within the service users life.
* To contribute to improving the quality of support provided through working with others.
* To report any areas of concern regarding the service user that you support to the management team

**General Requirements:**

* To participate in personal development, supervision, appraisal and training, as required, including satisfactory completion of probationary period.
* To comply with company policies, procedures and guidelines, including taking all reasonable steps to manage and promote a healthy working and anti-discriminatory environment.
* To be aware of and adhere to Care Quality Commission Legislation that promotes best practice.