

Job Description

Job title	Support Worker – Short Breaks and Supported Living
Directorate	PEOPLE : Children and Adults
Division	Adult Social Care
Range	MPR 3
Reports to	Registered Manager

Main purpose of the job:

To work as a member of a team providing care and support to adults with learning disabilities, mental health, and/or some physical health needs, in either the short breaks service or supported living.

Assist in the development and implementation of support plans and providing social, physical, personal care, and emotional support to ensure the individual's support needs are met and their potential for independence is maximised.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Improve the quality of life and promote independence, wellbeing and esteem to people requiring support by monitoring and reviewing people's progress, demeanour, abilities and general wellbeing/appearance.

Provide all required personal, health, social and domestic support, to promote health and dignity and to ensure that the individual's needs are met.

Undertake or support the preparation of meals and other household tasks to promote a healthy and independent lifestyle.

Maintain accurate and timely records of service user contact and interventions, to meet statutory requirements and evidence transparent practice.

Support people to manage their expenditure effectively, correctly recording all transactions etc. to provide an audit trail and to ensure that all expenditure is accounted for.

Attend and participate in regular review meetings (including internal reviews with Management and alongside the Social Care team) to ensure that all relevant and appropriate matters are discussed, agreed and resolved in a timely manner.

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Provide support and guidance to less experienced staff to aid and improve their learning and development needs. |

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

|Accountabilities to Adults we work with:

- Be a good listener.
- Be non-judgemental.
- Be responsive.
- Be understanding.
- Be honest.
- Be focused.
- Be realistic.
- Be a good time keeper.
- Be resourceful in your approach.
- Be ambitious and professionally curious for adults with care and support needs and promote others to share the same drive.

'Make no decision about me without me.' |

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Organisation:

This role reports to the Registered Manager – Short Breaks and Supported Living

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at [insert location], although they may be expected to work at any location across Medway.

This post is exempt under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be subject to an Enhanced Disclosure application to the Disclosure and Barring service (DBS)

Person specification

All criteria at level A are considered essential unless stated otherwise. |

Qualifications

Level A

- Educated to GCSE in English and Mathematics (level 5 or above) or equivalent and/or life skills experience.
- Willingness to work towards a Level 3 Diploma in Adult Social Care (or a relevant equivalent) to be completed within 2 years.

Level B (in addition to level A criteria)

- NVQ/Level 3 Diploma in Health & Social Care (Adults) or a relevant equivalent.
- Completion of Medication Administration, Epilepsy & Emergency Rescue Medication training and PEG management.

Level C (in addition to levels A and B) |

- Evidence of ongoing continuous professional development, for example researching specific health or cultural needs to support clients.

Knowledge

Level A

- An awareness and understanding of autism spectrum disorders, learning disabilities and complex health needs e.g., diabetes, PEG, and epilepsy.
- Awareness of the Mental Capacity Act, Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009.
- Understanding of the principles of adult safeguarding.

Level B (in addition to level A criteria)

- Developed knowledge and understanding of Autistic Spectrum Disorders, learning disabilities and complex health needs e.g., diabetes, PEG, and epilepsy.
- Good understanding of and ability to apply the principles of the Mental Capacity Act
- Knowledge of internal procedures and policies to meet specific circumstances.

Level C (in addition to levels A and B) |

- A comprehensive knowledge and understanding of Autistic Spectrum Disorders, learning disabilities and complex health needs e.g., diabetes, PEG, and epilepsy.
- Knowledge of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009.
- Knowledge of the Care Act (2014), Mental Health Act (1983) and Mental Capacity Act (2014)
- A sound knowledge of Adult Safeguarding responsibilities.
- Knowledge to effectively manage and adhere to the correct processes relating to a medication error

Experience

Level A

- Experience of paid, voluntary or educational work with people who require support with daily living activities.

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Level B (in addition to level A criteria)

- Demonstrable experience of working with people who have a learning disability or are living with autism in a health or social care setting.
- Ability to demonstrate development and implementation of support plans.

Level C (in addition to levels A and B) |

- Experience of undertaking clinical procedures and/or direct work with people who have complex emotional needs and supporting less experienced staff.

Skills

Level A

- Ability to develop positive trusting relationships with service users to promote wellbeing and independence.
- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- Full UK driving licence or the ability to travel throughout Medway using public transport.
- Ability to effectively communicate both orally and in writing with clients, their families and other healthcare professionals and stakeholders.
- Ability to listen actively and respond appropriately to service users' needs.
- Ability to provide personal, health, social and domestic support to service users to achieve stated outcomes.
- Ability to support service users with daily expenditure in accordance with organisational procedures.
- Demonstrable ability to use own judgement and creativity to assess situations, solve problems and adapt to new ways of working.

Level B (in addition to level A criteria)

- Able to plan and participate in activities to achieve the outcomes of the support plan.
- Ability to provide practical assistance and support in accordance with the support plan.
- Ability to remain calm in challenging situations.
- Ability to maintain accurate records and care plans.
- Undertake PEG training, Epilepsy and Emergency medication training.
- Administer daily medication in line with the medication policy and administer emergency medication if required E.G Buccal & Midazolam.
- Ability to explain straightforward tasks to colleagues.
- Ability to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.

Level C (in addition to levels A and B)

- Ability to respond appropriately to challenging situations, de-escalating and mediating disputes between service users.
- Ability to motivate and encourage service users' progress and independence.
- Experience of providing support and guidance to less experienced team members.
- Ability to adapt to changing needs and circumstances.
- Ability to consistently demonstrate high quality care and maintain accurate medication records. |