



JOB DESCRIPTION

Job Title: Support Worker

Reports To: Senior Support Worker

Location: Thornage Hall, Thornage, Holt, Norfolk.

Date Prepared: 2nd July 2019

THORNAGE HALL – CAMPHILL COMMUNITIES EAST ANGLIA

Thornage Hall aims to provide a meaningful residential and working environment for its adult members, some of whom have special needs. In addition to a range of work opportunities, social, artistic and therapeutic activities are an integral part of life, where everyone participates to the best of their abilities. The community is situated on the edge of Thornage village in 70 acres of grounds set in the attractive North Norfolk Countryside.

ROLE PURPOSE AND SCOPE

The Support Worker is responsible for supporting adults with learning difficulties in an environment which promotes independent living and Person Centred Planning (PCP). In particular, to take a proactive approach to:

- Attend to the well-being of tenant's physical, spiritual, cultural and emotional needs
- Encourage and support tenants to have choice and control within their daily life

Everyone who works within Thornage Hall needs to have a good understanding of working with vulnerable people. The Senior Support Worker will need to be DBS checked and training will be given regarding any current regulatory requirements. They will be resilient to the constantly changing working environment and have a keen eye for detail, accuracy and compliance.

ROLE DIMENSIONS

Supporting tenants

- Contribute to and actively promote the implementation of Person Centred Plans (PCP), Action Plans, Reviews, Risk assessments and other documents in order to ensure that tenants are supported with their personal care and independent living skills, as well as needs arising in day-to-day living.
- Create a structured, safe, harmonious and caring environment that fosters the physical and emotional wellbeing of the tenants and of the staff/co-workers who support them, where emphasis is placed on team building, mutual respect and individual growth for all.
- Provide emotional and behavioural support to tenants to give them choice and control within their daily life, to maximise their potential and achieve their personal goals as set out in their PCP.
- Support tenants in their health needs including care for tenants who are unwell, monitoring and administration of medication, and ensuring tenants have access professional medical assistance when necessary.
- To maintain health and safety standards in the house and report maintenance and repairs
- To manage relationships between tenants and deal with disputes fairly with due regard for any safeguarding concerns
- Work in a multi- agency context and liaise with professionals from other organisations and support tenants to access activities/organisations in the wider community.
- To encourage service users to maximise their potential and support the achievement of personal goals and aspirations.
- To support tenants in their communication/interaction with other people and where necessary, advocate on their behalf.
- To be accessible and approachable to tenants, to be sensitive to their needs
- To assist and encourage tenants to contribute to the running of the community and their way of life within it
- To empower tenants to be involved in shaping the services and community at Thornage
- Work with our Nutrition Manager to cook lunch for tenants in the Houses, carrying out a cooking workshop where required.
- To direct and support volunteers in their role at Thornage Hall.

Quality & Compliance

- To follow all Thornage policies and procedures and ensure that all necessary paperwork relating to the delivery of care and support to tenants is kept up to date and relevant to the care needs of tenants.

- To promote a safe working environment by following all health and safety procedures and ensuring all necessary risk assessments and risk management plans are implemented.
- To ensure the protection of all vulnerable adults within the community and follow Thornage safeguarding vulnerable adult policy.
- To work in accordance with any regulatory and/or quality frameworks adopted by Thornage Hall.

Organisational activities

- To attend meetings including training, both internally and externally as requested.
- To empower tenants and service users to be involved in shaping the services and community at Thornage
- To work constructively across the community to ensure a seamless service for tenants and service users across the organisation.
- To provide written reports as requested

General:

- To have a sense of ownership and involvement through a positive contribution to the community at Thornage Hall
- To undertake all other duties as may be required that are commensurate with your role

BEHAVIOURS:

The CQC has a Code of Conduct which we expect all staff to follow.

SAFE	EFFECTIVE	CARING	RESPONSIVE	WELL LED
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1. Be accountable by making sure you can answer for your acts and omissions
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all time
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support
4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers
5. Respect a person’s right to confidentiality

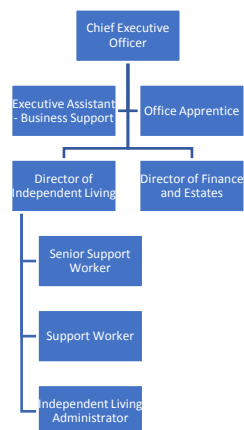
6. Strive to improve the quality of healthcare, care and support through continuing professional development
7. Uphold and promote equality, diversity and inclusion

Building on these we have developed a set of expectations that we expect all team members to demonstrate:

Managing self:

- Take care of your own well being
- Manage yourself and your emotions
- Share your knowledge and experience
- Use appropriate language when communicating to others to ensure they understand
- Be decisive
- Be positive – focus on what you can do and why something will/could work
- Actively seek feedback and act on it (where appropriate)
- Know when to step in and do it yourself and when to leave others to have a go
- Be self-aware: know your strengths and development needs and look for ways to develop
- Be visible

STRUCTURE CHART



SAFETY

Health and Safety at Work Act

The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures

SIGNATURES

Jobholder Name

Signature Date

Manager Name

Signature Date

PERSON SPECIFICATION

Job Title: Support Worker

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	DEMONSTRATED BY
Experience	<ul style="list-style-type: none"> • Experience and/or relevant qualification in health/social care • Experience of providing person centred services • Understanding/experience of relating to adults with learning disabilities. • Understanding of issues of equality and diversity • Ability to empathise, be approachable, and maintain professional boundaries. • Patience, understanding, with an ability to listen and respond fairly • Ability to work in a team • Understand 'Duty of Care', confidentiality and health and safety issues • Understanding of safeguarding issues relating to vulnerable adults 	<ul style="list-style-type: none"> • Experience of planning and organising group activities for vulnerable adults 	Application, Interview or exercise
Knowledge	<ul style="list-style-type: none"> • Awareness of data protection and need for confidentiality • Full drivers' licence 	<ul style="list-style-type: none"> • Knowledge of Camphill movement 	Application, Interview or exercise

Skills	<ul style="list-style-type: none"> • IT skills and knowledge of Microsoft Office (Word, Excel, Outlook) • Basic cooking skills • Ability to work well on own initiative and as part of a team • Good time management skills • Ability to take a problem-solving approach 		Application, Interview or exercise
Values and behaviours	<ul style="list-style-type: none"> • Proactive and self-motivated • Engaging, warm and welcoming • Acts with integrity, honesty and respect for others • Positively engages with others in helping them to support tenants • Champions and lives the CQC values • Loyal, diplomatic and confidential • Sensitive to the Camphill ethos and other diversity issues • Positive attitude and flexible approach to work • Personal credibility • Willing and able to work a combination of shifts, including sleep-in shifts 		Application, Interview or exercise
Other information	<ul style="list-style-type: none"> • Ability to accommodate the demands of the post through flexible working as required 		Application, Interview or exercise