



Job Description and Person Specification
Support Worker
Job Ref: LS003

Job Title:
Support Worker

Location:
Taverham, Norfolk

Hours and Shifts Available:
34 hours per week
Shifts are currently:
AM shift 07.45- 15.30
PM shift 15:15-22.00
Staff will work shifts across the rota

Night Shift (waking) 22.00-08.00 (required as optional overtime only)

Line Manager:
Team Leader

Any Occupational Restrictions?

Female staff only due to the provision of personal care (*Gender is considered to be a genuine occupational requirement in accordance with paragraph 1 of Schedule 9 of the Equality Act 2010*).

About our client - Doris

Doris is a 37-year-old lady who has a brain injury. She is a full- time wheelchair user requiring help with personal care including washing, dressing, going to the toilet and managing her catheter. She lives with her partner in her own home, a purposefully adapted bungalow.

Doris requires support to access the local community, she enjoys going to the local garden centre and coffee shops. She attends the local gym for personal training sessions and swimming pool weekly.

Equally Doris enjoys spending time at home, she enjoys art and crafts, jigsaw puzzles and baking. She has a weekly physiotherapy session and uses an adapted exercise bike and walks around the house with her walking aid most days.

Responsibilities of the Support Worker Post

- To assist with all aspects of personal care, nutrition and hydration and medication needs.
- To provide emotional support.
- To work co-operatively with the agency, other support workers, therapists, and the case manager.
- To ensure that the client is at the centre of all decision making and her views and opinions are shared.



- To protect her from avoidable harm and abuse.
- To encourage the client's participation in social, recreational and leisure activities in the local community, including researching and planning these.
- To help the client care for her 2 cats.
- To ensure that staff always work in the best interests of the client, and she is supported to participate in meaningful and fulfilling activities.
- To implement any therapeutic programmes designed by the professional team of therapists. This could include occupational therapy, physiotherapy and psychologist.
- To advocate for the client and her well-being when it is appropriate to do so.
- To follow any company policies and procedures and ensure risk assessments are in place and always adhered to.
- To complete administrative and domestic duties as required during your working shift.
- To attend training as advised by the case manager.
- To attend regular supervision with the team leader or case manager, and team meetings.
- To keep high quality written records. Ben Holden Ltd uses an electronic care plan and staff need to be confident in the use of basic IT to manage these (training provided).

The Work Environment

Working in client's home in Norfolk and local community.

She lives in her own home with her partner, which is a purposefully adapted bungalow. The property includes a dedicated bedroom, office space and ensuite for staff.

Doris is a smoker, she only smokes outside in a designated smoking shelter. Doris does not require any assistance with this, staff monitor Doris via camera in the staff office to ensure her safety. Staff will be exposed to smoke in the workplace.

Staff are not permitted to smoke or vape in the workplace.

Doris has 2 cats, so staff must be aware that there will be pets in the workplace which they will have to support Doris to care for appropriately.

Confidentiality

The ability to respect the privacy of Doris is fundamental to this position. All matters relating to her condition are to be treated as confidential and are not to be disclosed to a third party. As this employment is based in the private home it is inevitable that on occasion the support workers will become privy to certain matters relating to the personal life and business affairs of the client. These too should be treated with the utmost confidentiality.

Person Specification

Applicants are invited who can fulfil the following criteria.

Area	Essential?	Desirable?
Skills Ability to use IT for record keeping and care planning (or a willingness to learn). Effective communication skills, written and verbal. Able to drive Skilled in engaging with individuals who may struggle to control their emotions	Yes Yes Yes	Yes
Experience Experience of working in peoples own homes Experience of working with or supporting individuals with brain injuries or other disabilities Experience of safe medication management	Yes	Yes Yes
Area	Essential?	Desirable?
Knowledge and Understanding: Knowledge and understanding of safeguarding and how to promote the welfare of vulnerable groups To hold a formal care qualification, minimum equivalent to a level 2 NVQ / QCF or care certificate		Yes Yes
Personality and interests Compassionate Confident and Resilient Caring Organised Calm under pressure Good communication skills	Yes Yes Yes Yes Yes	



Knowledge of local area		Yes
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All successful candidates will be subject to a probation period, where their capability and competency in the above areas will be assessed.

Ben Holden Ltd is committed to the protection of individuals from avoidable harm and abuse. All successful applicants will undergo an Enhanced DBS (with barred list) checks (at the expense of the employer). This role is exempt from the Rehabilitation of Offenders Act, and it's a criminal offence for people who are barred from working in regulated activity to apply for this role. We will require a full job history and evidence of your conduct at work (for roles involved in working with vulnerable groups) and will seek both professional and employment references before employment commences.