



JOB DESCRIPTION

Job Title:

Support Worker

Purpose of Post:

To provide a supportive environment, encourage independent living and promote choice.

The key objective of the role is to help provide individual opportunities and choices to the people we support in order that they can develop their skills and realise their full potential.

Reporting to:

Team Leader/Deputy Manager

Accountable to:

Deputy Manager and Registered Manager (in their absence the Head of Operations)

Main Duties and Responsibilities:

1. Work in accordance with company policies and procedures
2. Attend team meetings, training courses and complete online e-learning as discussed in your probation reviews, supervision meetings and annual review
3. Ensure all aspects of support are provided to the standard of New Directions
4. Support individuals according to their personalised support plan
5. Enable, encourage and support individuals to achieve their outcomes and gain independence in all aspects of daily living according to their ability
6. Support individuals with their personal care according to their support plan
7. Administer and support individuals with their medication
8. Support individuals to access appropriate agencies for practical, emotional and health advice e.g. Dentist, GP

9. Ensure that the dignity and rights of the people we support are always respected

Provide a safe, comfortable and supportive environment

10. Support individuals to actively contribute to the running of their home
11. Together with management, ensure that the environment complies with the statutory regulations: Health & Safety, Fire, Environmental Health, Care Quality Commission
12. Report any deficiencies in the service of whatever nature to the Team Leader and in their absence, the Deputy or Manager
13. Assist with all aspects of domestic duties, including shopping, cooking and cleaning as required and support individuals to maintain and develop skills to their level of ability in these areas

Assist individuals we support to see themselves as valued members of the local community

14. Create and support opportunities for individuals to access social and leisure activities locally in the wider community
15. Encourage good community relationships

Other:

16. Accurately report, record and maintain records as required both electronically and written
17. Provide cover at other New Directions' services as required
18. Work shifts to the needs of the people we support including weekends, sleep-ins, night cover, early and late shifts and split-shifts
19. Such other duties as may be allocated by the Manager.