



ROLE PROFILE & SPECIFICATION

SUPPORT WORKER July 21-22

Job Purpose:

Our support workers assist and improve the lives of those that we work with. At Jane Caress Ltd we strive to ensure that the support given to everyone is right for them as an individual and enables them to reach their full potential to maximise their right to choose how and where they want to live. We deliver care and support through personal care plans which give independence, choice and control.

We want individuals to join our team who are passionate about people and that are flexible in their approach to work. The clients we assist will also have their own views on the type of person they wish to support them.

Support Workers should provide practical household, personal and social support as needed for each individual. This may include:

- Supporting clients at social events, places of worship and out in the community and keeping in contact with family and friends.
- Supporting clients with dressing or undressing, personal hygiene and bathing.
- Assisting clients with shopping, meal planning, preparing and cooking.
- Assisting clients with eating and drinking and nutrition.
- Assisting with or administering medication and the collection of medication.
- Organising and supporting the client to make and attend appointments.
- Assisting clients with household tasks - cleaning, pet care, plant care, washing, ironing and bed changing, etc.
- Assisting clients to read, write and deal with correspondence
- Assisting clients with getting in or out of bed and supporting them with moving and handling.
- Supporting clients to ensure their home is safe and secure.

General Job Description

Please note that this is a general Job Description. The clients that you work with may not require everything that is included below. Do not worry if there are aspects that you do not have knowledge on as training will be given to suitable applicants.

It may be the job of the Support Worker to assist in areas of personal and domestic needs and to act as a companion/carer to aid with the person's social and day to day activities. By receiving assistance at the right time, the person we are supporting can lead an individual and independent lifestyle in their own home within the community.

The Support Worker should understand their role in facilitating the self-defined needs of the person. They should feel confident to ask what the person's needs are and always listen and act upon the request and the directions given.

Jane Caress Ltd.



Support Workers should be able to handle the skills needed of transferring safely using the appropriate moving and handling equipment in order that neither the person requiring assistance, nor the Support Worker damages themselves.

Pay:

Monday to Friday 8am-8pm	£10 per hour
Weekends	£10.50 per hour
Before 8am and after 8pm	£10.50 per hour
Sleepovers (10pm-8am)	£95 per shift
Awake nights	£10.50 per hour
Bank Holidays are paid at Double Time	
Travel time and Mileage allowance between clients	£4.75 + £2.50
Live-in	£138.00 per day

Explanation of how our rates are paid- Basic rates are £10 and £10.50 per hourly call. On top of this you receive £4.45 towards your travel time and £2.50 towards your Mileage. However, if you work a shift of four hours or more you will not receive travel time or mileage allowance.

Examples.

One hourly call, midweek 9am	$£10 + £4.75 + £2.50 = £17.25$
One hourly call, Saturday 9am	$£10.50 + £4.75 + £2.50 = £17.75$
3-hour shift midweek	$£30 (£10 \times 3) + £4.75 + £2.50 = £37.25$
4-hour shift midweek	$£10 \times 4 = £40$

Client support.

Support workers must:

- Have the ability to work in a person-centred way, ensuring that clients' rights, wishes, independence and dignity are respected at all times.
- Have the ability to support someone in all appropriate areas, as identified by them and in their care plan.
- Be able to support clients with personal care tasks.
- Have the ability to work with the staff in the office to enable clients to seek out and process organisations and professionals who may be able to offer advice on specific issues (e.g. benefits, education, employment, etc.)
- Be able to support clients to maintain their home and environment (e.g. general domestic tasks, etc.)



Administration:

Support workers should:

- Have the ability to understand and action all relevant paperwork (e.g. medication records, daily logs and body maps).
- Have the ability to understand all relevant policies and procedures, agreed ways of working and other written guidelines & act accordingly.
- Have the ability to keep accurate & up-to-date records.

Partnership Working:

Support workers must:

- Have the ability to work as part of a team with all Jane Caress Ltd employees and ensure a consistent, positive service to our clients.
- Have the ability to work positively in partnership with other people involved in the life of the client (e.g. carers, relatives and other health care professionals).

Personal Development:

Support workers should:

- Have the willingness to attend & take an active part in supervision meetings & annual development reviews.
- Be committed to attend any relevant training and meetings.

General:

Support workers should:

- Have the ability to remain professional & keep appropriate boundaries.
- Be dependable on your availability as discussed at your interview and work the hours dictated by the requirements of the post, this could be evenings, alternate weekends and sleepovers.
- Be willing to work in the ways which are consistent with Jane Caress Ltd organisational policies (e.g. Equal Opportunities, Health, etc)

Expertise in role

(Role related knowledge, training, skills & experience required at selection):

- Experience of working in the support sector, desirable but not essential as training given
- NVQ in support-related area, desirable but not essential.
- Knowledge of the Care Certificate is desirable but not essential

Care Certificate

Guidelines set out by the Care Quality Commission state that all support workers employed after the 1st April 2015 must meet a set of standards, which are set out in the Care Certificate. At Jane Caress Ltd we endeavour to achieve this by the end of your 12-week probation period. In order to achieve this, you will be shadowing with our current support workers and be enrolled onto a 4 or 2-day knowledge-based training course (dependent on your previous experience). Following successful completion of this course, our Co-ordinators will come out whilst you are shadowing to ensure you are confident in your role and working towards our company standards.