

Support Worker (Learning Disabilities)

Reports to: Service Manager

Responsible for: No direct reports



Role purpose

To support our learning disabilities tenants in accordance with CQC (Care Quality Commission) guidance and the general philosophy of care, policies, and procedures of Orwell. To provide care and support to our tenants in ways that recognise individuality and the right of all our tenants to dignity, choice and respect. To support tenants to have their voices heard and live their lives as independently within their local communities as they can.

You will communicate effectively with colleagues and external parties on behalf of tenants as appropriate, to support them with their continuing health, wellbeing and independence.

Role Scope

To work as part of a team supporting our tenants to live as independently as possible in their own homes

To be respectful of our tenants' rights to be an individual and enjoy choice and control in their decisions over their own lives

Depending on an individual needs you may be required amongst other things to provide personal care, support with medication, maintaining household tasks and manage a tenancy

You will be required to maintain appropriate records as per CQC and Orwell's policies and guidance

To show understanding, imagination, kindness, creativity and willingness to support our tenants to take proportionate risks to achieve positive person-centred outcomes

To work with and treat all our tenants, staff, families, professionals in a respectful and professional manner

Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

People-focused – people are at the heart of our business. By recognising people’s diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

Ambitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

Collaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

Effective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

Our Supported Living Services are based on the belief that people with a Learning Disability have a right to an ordinary life.

People-focused

You will:

- Promote Equality, Diversity, Fairness, and Inclusion at all times.
- Promote a ‘Team Orwell’ culture across the organisation.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell’s policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Support individuals to maintain and develop healthy relationships with family and friends

- Provide all aspects of personal care/hygiene:
 - Showering and bathing.
 - Dressing and grooming.
 - Toileting and continence care including catheter care, stoma care.
 - Teeth and dentures.
 - Manual handling / hoisting.
- Support people with taking medicines and other health related support needs:
 - Encouraging, reminding; assisting and administration of medicines.
 - Ordering and collecting prescriptions.
 - Returning unwanted medicines to the pharmacy for safe disposal.
 - Diabetes blood sugar checks.
 - Weight management.
 - Supporting attendance at medical appointments.
 - Seeking medical advice, when required.
- Help with eating and drinking:
 - Help the individuals we support to plan what to eat and drink.
 - Help cook and prepare meals.
 - Provide gentle encouragement and help to eat and drink well, support with feeding if needed.
 - Shopping, preparing and serving food and drinks.
 - Clearing the table, washing up and keeping the kitchen area clean and tidy.
 - Agreeing with the customer how to store food safely and dispose of out-of-date produce.
- Housework:
 - Hoovering.
 - Laundry and ironing, making beds and changing the linen.
 - Dusting and general tidying.
- Social and physical activities or mental stimulation, such as:
 - Answering the door and greeting visitors.
 - Answering emergency alarms and the telephone.
 - Writing cards, letters or emails.

- o Supporting individuals to access their local community for shopping, socialising with friends and other activities.
- o Hobbies and recreations such as reading, photo albums, games, etc.

Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Identify areas for service improvements and/or value for money.
- Be innovative in identifying methods to successfully engage with people across a wide range of backgrounds and with diverse needs.
- Use person centred approaches and thinking and avoid task focused activities and thinking.

Collaborative

- Actively participate within the team, within team meetings and share ideas for service improvements.
- Be a resourceful team player who is solution focussed and able to share best practice and lessons learned for the benefit of the whole organisation.
- Ensure that you work in collaboration with our customers and recognise their expertise through their life experiences.
- Attend and participate training activities, supervisions, appraisals and personal development meetings.
- Contribute to making our services enjoyable places to work and live.
- Work with colleagues throughout Orwell to ensure the delivery of the organisation's visions, values, and objectives.

Effective

- Comply with Orwell's Health & Safety policy and carry out activities in a safe manner.
- Comply with the Health and Social Care Act and CQC Fundamental standards.
- Seek to proactively improve value for money in your area of work and raise suggestions for improving value for money.
- Seek to proactively mitigate the actual and perceived risks in your area of work and raise suggestions for reducing risk.
- Adhere to Orwell's policies and procedures.
- Record, report and communicate appropriately all relevant customer information including:

- The care and support that you provide and assistance with medicines.
- Changes to a customer's condition or other concerns.
- Faulty equipment or hazards in the home.
- Response to emergencies, accidents and incidents.
- Safeguarding matters.
- Contact with families or carers and other professionals.
- Other matters as required by Orwell procedures.
- Keep all information about customers and their families secure.
- Maintain accurate and thorough case records on shared Orwell Care and Support IT systems.
- Comply with Data Protection and GDPR legislation and best practice.
- Safely using aids and personal equipment in a manner that respects the dignity of customers, for example:
 - Standing and walking frames.
 - Wheelchairs, manual and electric hoists, stand aids.
 - Sliding sheets and moving boards, hospital beds.
 - Hearing aids and other physical aids.
- Adhere to Orwell's Lone Working policy and procedures.
- Take care of all equipment, tools, and tenants' vehicles, and ensure first aid box is stocked.
- Assist in maintaining a safe and secure environment, that customers are familiar with, including house rules and fire procedures.
- Be engaged with and interested in supporting our tenants to enjoy their best lives as one of our tenants and in their local community.
- Provide support that respects and promotes the person's right to be as independent as possible.
- Contribute to the the review and updating of individual care and support plans, guidelines, risk assessment to support our tenants to receive great person centred support
- Be interested in and promote the views of our tenants within Orwell and the wider community including supporting tenants to participate in any tenant or resident consultation processes.
- Participate actively in all administrative tasks which support and promote our tenants to maintain a safe and healthy lifestyle.
- Assess tenants needs and participate in the implementation and evaluation of care plans.

Person Specification – Support Worker

Qualifications

Care Certificate, is desirable

QCF Level 2 in Health and Social care, or equivalent, is desirable

A full driving licence is desirable. but not essential

Experience

Proven relevant work experience with adults with Learning Disabilities, Autism or another vulnerable group, is desirable

Previous experience of working in a care or supported living setting, is desirable

Previous experience of working alongside vulnerable customers, is desirable

Experience in end-of-life care, is desirable

Previous experience of working with people with a Learning Disability who are tenants in their own home, is desirable

Previous experience of supporting people using Positive Behavioural Support, is desirable

Knowledge

An understanding of Equality, Diversity and Inclusion

A basic understanding of use of IT, Outlook, Word

An understanding of the CQC standards and how these relate to the role of Support Worker, is desirable

An understanding of Safeguarding and our responsibilities in our role of supporting vulnerable adults, is desirable

An understanding of person-centred support/care, is desirable

Skills

Work as part of a team and independently

Take responsibility, think clearly and act quickly in a crisis

Excellent written and verbal communication skills, well organised and be able to maintain accurate records

Be open to and participate in change

Self-motivated and possess a proactive attitude, working with minimal supervision

Flexible approach with good time management

Attributes

Take pride in delivering high quality care services

A self-starter and confident to lone work

Be open to new ideas and listen to others point of views

Ability to be reflective of day-to-day work practice

Accept responsibility for our mistakes and learn from them

Challenge poor practice or unethical behaviours within the workplace

Be flexible and adaptable

Ability to think creatively and 'outside of the box' to support others to do the same

Willingness to participate in the enhancement and progress of individuals