

Support Worker

Job Description

Duties and responsibilities:

Primary support for one or more clients at your unit

- ❖ *To diligently duties and responsibilities pertaining to the new rota, client support plans and your letter of employment*
- ❖ *Liaise with other staff members on a regular basis concerning the support of clients*
- ❖ *Make regular reports and entries as per your client support plan and communicate with your first Line Manager on all issues concerning your employment and client support.*
- ❖ *Ensure and maintain a healthy and safe environment in which to work and in which clients can live comfortably*
- ❖ *To report any repairs and maintenance to the appropriate staff member*
- ❖ *Ensure and maintain a clean and hygienic work and living environment at all times*
- ❖ *Where necessary and appropriate, to liaise with care professional in the multi-disciplinary support set-up for your client(s), and to relay the information back to other members of staff*
- ❖ *Where needed, to escort clients to venues outside the unit and to attend certain appointments with clients when asked to do so*
- ❖ *To manage the petty cash and record all expenses and receipts*
- ❖ *To provide the following client and home support services:*
 - ▶ *Record two-way internal and external communications*
 - ▶ *To complete, implement and review client support plan*
 - ▶ *To provide emergency intervention as part of client support*
 - ▶ *Regular cleaning of rooms and communal areas*
 - ▶ *Supervision and provision of clients in bathrooms, toilets and kitchen areas*
 - ▶ *Supervision of clients in communal areas*
 - ▶ *Supervision and provision of client laundry facilities*
 - ▶ *Supervision of client to safely maintain personal space*
 - ▶ *Supervision of clients when utilising outside property*
 - ▶ *Provision of client meals*
 - ▶ *Basic client counselling*
 - ▶ *To liaise with Charity Benefits Officer when needed*
 - ▶ *To bring to the notice of your first line manager all complaints and grievances and respond to such complaints, concerns and grievances with an acknowledgement within 24-hours and a reasonable response within 48 hours*
 - ▶ *To attend one monthly staff meetings*
 - ▶ *To attend three - monthly supervision and annual appraisal sessions*
 - ▶ *To attend any in-house training sessions*
 - ▶ *To use all equipment, furniture, perishables and other only in line with your duties and clients support*
 - ▶ *To maintain a friendly non-threatening, non-institutionalised, homely, therapeutic, but professional atmosphere and work, living environment*
 - ▶ *To observe all policies and procedures as published in the Staff Handbook and the document "Quo Vadis - a Brief" and its supplements*
 - ▶ *To submit monthly reports on client support in the community, when relevant.*