

**JOB TITLE:** Residential Support Worker (Inc Waking Night) H3-H4  
Day Service Support Worker H2-H3  
Flexible Support Worker H3 (on 7 hour contract)

**REPORTS TO:** Senior Support Worker/Day Service Organiser

**DEPARTMENT:** Adult Care Services

## Purpose of the Job

To implement support plans for adults with disabilities which enable the person to live as independently as possible in their community. The support plan details the personal care and/or daily living needs of each person and how they wish this support to be given.

## Main Areas of Responsibility

Implement the support plan for each person, this may include:

Supporting service users with personal and/or intimate care

Support service users with moving & handling

Support service users with eating and drinking

Enabling individuals to take part in meaningful daily occupations and leisure activities

Implementing health programmes such as physical exercise and healthy eating

Offering emotional support and encouragement to service users

Assist in identifying support needs with the individual themselves and how best these can be met. This will include discussion with others e.g. senior staff, professionals (social workers, community nurses) and family carers as appropriate.

Assist in maintaining appropriate links with family carers, relatives, other professionals and agencies.

Keep records of client contact in line with policies and procedures and maintaining rules of confidentiality.

Participate in the Performance Management and Development Scheme (PMDS); attend regular formal supervision and training courses as identified by the supervisor/line manager.

**In addition, job specific responsibilities:**

***Day Service Support Worker (works in one or more community bases usually Monday to Friday)***

Work flexible hours on occasions where the needs of service users require this.

Assist with transport of service users to and between community bases.

***Residential & Flexible Support Worker (works in a residential setting)***

Daily household tasks e.g. shopping, food preparation/cooking and cleaning

Administration of medication under supervision

Supporting service users in attending health appointments

Staff work patterns are determined by the needs of the people in the service. This will require you to work shifts, weekends, Bank Holidays. You may also be required to sleep in and be available (on call) to support and assist service users. This requirement may vary from time to time.

Flexible Support Workers, working a contractual 7 hours per week, will be expected to work additional hours across a cluster of units in a locality. Whilst the work is mainly in residential services, you will occasionally be required to provide day service cover, paid at the Day Service rate of pay.

**All staff must:**

Follow all County Council/HCS and local guidelines and written procedures and actively participate in improving the quality of service experienced by the people we support.

Abide by the Code of Conduct for social care workers as stated by the General Social Care Council as this forms part of your employment contract.

Be willing and able to work flexibly across other HCS units, within reasonable distance of your substantive work base.

Please note if you are appointed into a position you will be required to attend a ten day induction course.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

**Person Specification**

**Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.**

**You will be expected to address each point separately and in the order listed.**

**If you do not complete a full supporting statement in the requested format, your application may be rejected.**

You will build up professional relationships with clients, family carers and other agencies and will listen to and understand the needs of disabled adults. You must also be comfortable in assisting clients with their personal care.

You will be able to use computer systems to organise and record information clearly and accurately **or** be able to attend training in these areas. You will be able to use your own initiative as well as work as part of a team. An important part of the role is being aware of risks at all times and reviewing how they can be minimised.

You will be required to work flexibly to meet the needs of the people in the service.

You will maintain confidentiality at all times.

**The following are things the people we support have told us are important to them:**

Staff who are dependable and reliable and show respect for privacy and dignity.

Staff who listen and are patient and can help you feel better or happier when you are ill or sad.

Staff who you can trust and who don't gossip about you to others.

Staff who will do their best to help you get what you need or help you complain when you've been treated badly.

Staff who say sorry when they get things wrong

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment.

Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach

their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.