

Job Holder**Job Title** Support Worker/ Care Assistant**Department****Responsible to** Home/Service Manager**Date Appointed**

Key responsibilities of position:

1. To deliver high standards of care to the service user/s and support the management team to promote quality in care; at all times maintaining the safety, dignity and right to privacy of the service user
2. Work effectively with the service user and or their representative to deliver person centred care packages which reflect best practice and meet the needs and preferences of the service user
3. Support the service user to retain their independence and right to choose
4. Communicate in a friendly and professional way with service users, and their relatives recognising their need for differing approaches to communication
5. Communicate effectively and in a professional manner with other team members and external professionals
6. Record information relating to service users and the service in an accurate and timely fashion, signing and dating all records made
7. Promote the mental and physical wellbeing of service users by actively participating in recreational and social activities planned
8. Understand the roles and responsibilities of all individuals working within the team
9. Be aware of the legal issues pertinent to the role of a support worker/care assistant
10. Be aware of the risk assessments carried out in relation to the service user, staff and the general environment and at all times comply with the controls put in place
11. At all times comply with company Policy and Procedure
12. Take responsibility for own developmental learning and performance, including participating in supervision and appraisal
13. To undertake mandatory training and other training in a timely manner to ensure you remain up to date and the company complies with regulations
14. Maintain an effective relationship with the Management team, keeping them informed of any issues or concerns in relation to the Home/Service, team or service user
15. Alert other team members to issues of quality and risk in relation to the service user
16. Be aware of the key policies relating to safeguarding and whistleblowing and understand your responsibilities in relation to these issues
17. Know the health and safety policies and procedures within the workplace, including fire procedures; monitor and maintain equipment and furniture within your area of responsibility and keep relevant documentation as a record of this
18. Adhere to the standards set out within the company Performance Framework; present a professional image at all times including adherence to the company dress code/uniform policy
19. Adhere to the Information Management and Security policies including confidentiality