



Cumberland Council

Post Specification

Date	February 2023
Post Group Number	1574
Post Title	Support Worker – Older Adults Residential
Job Family	People Care and Development
Job Family Role Profile	PCD3
Final Grade	Grade 5 (Inc. JWCs)

To be read in conjunction with the job family role profile

Service Area description
Care Services Cumberland
Purpose of this post
<p>To contribute to the delivery of high quality support and care to vulnerable residents providing support which allows them to maximise their remaining independence, quality of life, choice and control within an environment that offers safety and respect.</p> <p>To maintain a healthy and safe environment for residents, staff other professionals and visitors to the establishment.</p> <p>To deal with emergency situations in a competent and professional manner.</p>
Key job specific accountabilities
<p>1. Under the direction and with the support of the Supervisor, provide personal care and support to meet the needs of Service Users as agreed and written within their person centred care plan. This includes:</p> <ul style="list-style-type: none">a. Supporting service users with their hydration and nutritional needs and diet.b. Assisting service users with personal hygiene.c. The application of prescribed treatments and/or medication e.g. ointments and creams with supported supervision.d. Administering prescribed medication to service users under supervision and in line with Cumberland Care Services policy and procedure.e. Providing opportunities that will enrich the life of each individual by identifying and creating activities that are both stimulating and fulfilling.f. Being aware of behavioural changes in residents that might indicate a health/ wellbeing concern
<p>2. Contribute to maintaining residents' records and care plans and to participate in service users' reviews.</p>
<p>3. Safeguard the security and welfare of Service Users by reporting and acting accordingly to any mistreatment or suspected mistreatment in line with Safeguarding Policy and the Social Care Council Code of Practice.</p>

4. Take an active part in staff team meetings, supervision and appraisal reviews to ensure you fully understand the standards expected, to maximise opportunities for your own

personal development and to share your ideas and views on improving the services provided

5. Inform the team leader / Supervisor, in a timely manner, of any changes in the service users' needs.

6. Note and report any faults or defects in equipment/appliances or fabric of the building to the supervisor, in a timely manner.

Adhere to the infection control policy in particular by:

- a. Maintaining high standards of personal hygiene
- b. Wearing of protective clothing e.g. aprons and gloves
- c. Observing laundry procedures
- d. The management and control of continence

6. Throughout all work activities, promote and demonstrate best practice in accordance with Cumberland Care Services Quality Assurance Procedures, to ensure compliance with the requirements of Care Quality Commission (CQC) and other regulatory bodies.

7. Undertake work at other Cumberland Care Services establishments within the district/locality to meet service requirements. (Each event / situation will be considered by management as to each individual's circumstances)

8. Attend training and development events as directed by your line manager and in line with Care Quality Commission (CQC) requirements.

9. Be a positive member of the team and seek to be positive and constructive while at work.

10. Be alert and attentive throughout the shift in order to respond immediately to the needs of the service user and to give appropriate support to colleagues as required.

11. You are responsible for your own Health & Safety and that of other people in the course of your work and you are expected to take any necessary/appropriate action to ensure this. You must co-operate with your employer to ensure that health and safety requirements are fully met.

12. To undertake other duties and responsibilities appropriate to the role and as identified by your Line Manager/Supervisor.

Hours of Work

You will be required to work shifts and this may include night shifts

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none">• N/A
Staff Management Responsibilities	<ul style="list-style-type: none">• N/A
Other	<ul style="list-style-type: none">•

Essential Criteria - Qualifications, knowledge, experience and expertise

Qualifications /Training:

- Willingness to attend training as directed by your line manager
- Be prepared to undertake QCF level 2 in a care related subject.

Knowledge:

- An understanding of care in a residential setting

Skills and abilities:

- Good verbal and written communication skills
- Ability to listen.
- The ability to identify and respond appropriately to the changing needs of service users.
- The ability to undertake personal care with Service Users.
- To be polite, friendly & helpful to all service users, other professionals, colleagues and all visitors to the home.
- To contribute to effective team working to develop and continually improve service.
- To recognise and act appropriately and in accordance with current guideline, to any forms of mistreatment or suspected mistreatment.
- To work on own initiative
- Commitment to Equal Opportunities

Personal Circumstance:

- To demonstrate a flexible attitude to working patterns and shift work.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced – Adults

Job working circumstances

Emotional Demands	Some exposure
Physical Demands	Considerable effort required
Working Conditions	High disagreeable, unpleasant hazards and considerable adverse exposure