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| **Abbeyfield Ferring Society** | **JOB DESCRIPTION** |
| **Job Title** | Support Worker |
| **Unit** | Old School House Extra Care |
| **Responsible To** | Manager |
| **Responsible For** | - |
| **Salary** | £8.41 per hours |
| **Hours of Work** | Full and part time hours available but will all include some weekends and evenings as per work rota |
| **Role Category** | Frontline Worker |

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| **Job Requirements** | |
| **Essential** | * Qualification in care or willing to work towards one. * Training in administering Medication or willing to obtain this. * Relaxed and conversational nature * Honest and trustworthy * The ability to work with empathy and understanding at all times * To understand the needs of older people and the problems that they may face. * The ability to communicate clearly in the English language and to follow care plans making additional comments as and when required. * Physically fit to support residents * To assist resident with laundry and day to day tasks * Ability to work flexibly and some unsociable hours * Satisfactory DBS checks |
| **Desirable** | * Previous experience relevant to the role * Experience in providing personal care (although full training will be given) * Previous work with older people * Health and Safety understanding |

# Job Purpose

To work under the direction of the Manager.

To support residents to live independently and meet the individual needs of the older people living in a house that is registered to provide ‘extra care’ in order for the residents to remain as independent as possible and to encourage them to enjoy an independence commensurate with their ability, situation and wishes.

To assist the cook in the preparation of the dining room and the service of those meals

To set up and clear down before and after meals.

To promote in a positive and professional manner the image of Abbeyfield Ferring Society.

**Main Duties**

* To respond to the care needs of a residents support needs as specified on their care plans should they be required.
* To check in on resident’s wellbeing periodically during the day.
* To serve Morning coffee, a two-course lunch, afternoon tea and a light supper to the residents.
* To lay tables suitable for the meals provided and to clear away after meal times ensuring the room is able to be used for other activities
* To assist people with managing and administering medication or a newly discovered need by liaising with other professionals, for example their GP or nurse/social worker
* To assist in answering the phone, receiving visitors, health professionals, deliveries and trades people.
* To provide a laundry service for residents.
* To encourage interaction with residents and to instigate games and activities such as board games, cards etc.
* To make sure all residents have access to their Care Line before going off shift, especially when there is no other staff in the building
* To work as a team in keeping all communal areas clean and tidy and to be aware of any areas that need repair or maintenance and informing the Manager
* To ensure all mandatory training is up to date and to attend all required training and team meeting as requested by the manager
* To ensure any changes in the resident are reported to the manger and record appropriately.
* To ensure an individual’s care plan are risk assessment are up-dated and filled out clearly and concisely for each resident.
* To respond to the special needs of the client, for example sensory loss, mobility issues and use of any aids and appliances.
* Qualification in care to at least level 2 NVQ/Care Certificate or work towards achieving and completing this within first 12 months of being employed.
* To attend required training and to ensure all mandatory training needs are up-to-date.
* To attend any team meetings required.
* To be familiar with and adhere to all applicable regulations, including Health and Safety at Work Act 1974.

**Health and Safety**

As an employee you have a responsibility under the Health and Safety at Work Act 1974 to:

1. Take reasonable care of yourself and others at work
2. Co-operate with Abbeyfield Ferring Society to ensure the laws relating to health and safety are not broken.
3. Report any problems or concerns about health and safety to the Chief Operations Officer or a member of the Board of Trustees.

**Equal Opportunities**

Abbeyfield Ferring Society is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

**Confidentiality**

The post holder is required to observe strict and complete confidentiality regarding information obtained during the course of his/her duties.

**Scope of Job Description**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

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| **Signature** |  |
| **Name** |  |
| **Date** |  |

**ABBEYFIELD FERRING SOCIETY ROLES SPECIFICATION**

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| **Leadership Levels** | |
| **Frontline Worker** | Applies to all staff without a direct supervisory or management responsibility working directly with or for the users of our services or within a support function. For example housekeeping assistant, care workers, support workers and administrators |
| **Frontline Leadership** | Applies to all staff with a supervisory responsibility working directly with or for the users of our services or work without direct supervision within a support function. For example, senior care assistants, senior support workers, head cook, deputy managers |
| **Operational Leadership** | Applies to all staff with direct line management responsibility for a service, a defined group of staff and/or for a support function. For example registered managers, service managers, office managers. |
| **Strategic Leadership** | Applies to all senior managers with responsibility for the strategic direction and operational management of Abbeyfield Ferring Society. For example, Chief Operations Officer and Trustees |