

JOB DESCRIPTION

Support Worker



June 2024

Department: Community Services
Location: Poynder Gardens, Kelso
Responsible to: Senior Support Worker

Job Purpose

To provide a high standard of care and support to clients with learning and physical disabilities; to preserve and promote clients' quality of life and individual rights to privacy, respect, choice and independence. Support Workers will work alone without direct supervision at times.

Main Duties and Responsibilities

1. To work with clients in their own homes and in the wider community, assisting clients to achieve personal growth, to exercise choices and their rights as adult citizens, ensuring their privacy, dignity and right to confidentiality is maintained and respected at all times.
2. To implement care and support plans in accordance with the philosophy of the service to meet clients' individual needs and maximise their quality of life.
3. To work in accordance with the Association's policies and procedures and statutory requirements under the general supervision of their line-manager.
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Duties include:

1. Providing clients with the help and guidance which they require in their daily lives.
2. Assisting clients to maintain good health and physical comfort including managing medication.
3. Assisting clients to maintain personal hygiene and appearance and where necessary assisting clients to access and use toilet facilities.
4. Assisting clients to maintain a healthy diet and to prepare meals.
5. Helping clients to maintain a clean, hygienic and homely environment.
6. Assisting clients to develop effective communication and encouraging clients to express their own views.
7. Assisting clients to maintain contacts with family and friends.
8. Helping and encouraging clients to be part of the local community and to access and make use of community facilities.
9. Assisting clients to pursue and maintain their hobbies and interests and to explore new ones.
10. Assisting clients to develop appropriate behaviours and deal positively with challenging situations.
11. Assisting clients with their personal belongings and money.
12. Assisting clients in an emergency.
13. Contributing to the health, safety and security of clients.
14. Contributing to the protection of clients from abuse in accordance with Association policies and legal requirements.
15. Contributing to care planning and carrying out key responsibilities for individual clients.
16. Keeping written records and communicating regularly and effectively with other staff members, clients, relatives and other professionals.
17. Participating in supervision, staff meetings, discussions and reviews as appropriate.
18. Contributing to effective teamwork.

General

1. To be aware of current Health and Safety Policy and to take responsibility for your own safety and the safety of other members of staff who may be affected by your acts or omissions at work.
2. Ensure the maintenance of confidentiality at all times in respect of matters pertaining to the Association.
3. Afford equal opportunity and access to all users of the Association's services and those involved in its delivery in accordance with the Eildon's Equality, Diversity and Human Rights Policy.
4. Undergo training as necessary to maintain high quality standards of work.
5. Undertake any other duties appropriate to the post as directed by their line-managers.

The service operates in a dispersed rural area and staff members will need to drive to visit some service users and to enable them to get out and about.

PERSON SPECIFICATION

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A Person Specification describes the ideal person to fill the job and is a profile of the personal skills and characteristics that will be looked for in the recruitment and selection process. It lists a series of attributes divided into "essential" and "desirable" for an individual to possess in order to do the job.

Education and Qualifications

- good general standard of education
- relevant qualification e.g. SCQF7 (SVQ level 3) in Health & Social Care **or** equivalent

**Essential/
Desirable**

Essential
Desirable

Experience

- experience of providing care / support
- working with adults with learning disabilities

Essential
Desirable

Knowledge

- principles and value base for social care
- care and support needs of people with learning disabilities

Essential
Desirable

Skills/Abilities

- provision of appropriate levels of care / support
- sensitive approach to residents
- good interpersonal skills
- ability to work on own initiative, without direct supervision
- ability to work effectively as part of a team

Essential
Essential
Essential
Essential
Essential

Personal Attributes

- commitment to high quality of care provision
- positive attitude
- enthusiasm
- Self-awareness
- willing to learn and open to constructive criticism
- reliable

Essential
Essential
Essential
Essential
Essential
Essential

Circumstances

- able to work shifts, including evening, weekends, waking nights
- able to undertake sleepovers
- full driving licence
- access to a vehicle

Essential
Essential
Essential
Essential

CONDITIONS OF SERVICE

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SALARY

The salary applicable to the post is Care / Manual Grade B
£25,349 per annum (pro rata for part time hours) - £13.00 per hour.

PROBATIONARY PERIOD

This post requires the satisfactory completion of a six month probationary period.

ALLOWANCES

Staff undertaking sleep-over cover will receive a payment per sleepover, currently £87.20.
Staff undertaking Waking Night Cover will receive a Waking Night Cover Allowance, currently 10% of their hourly rate.
Staff using their own vehicle on Eildon business will receive Business Mileage Rates, currently 45p per mile. This post is classed as an essential car user therefore the postholder's own vehicle must be insured for business purposes.

PROTECTING VULNERABLE GROUPS (PVG) SCHEME

This post involves working with vulnerable adults and therefore registration with the PVG Scheme is required. Eildon will pay for PVG registration. However, if you leave Eildon employment within the first six months you will be required to repay the cost of registration.

REGISTRATION WITH SCOTTISH SOCIAL SERVICES COUNCIL (SSSC)

This post has a registration requirement with the SSSC. You must be registered within 6 months of your start date to confirm you are fit to practice. You are able to reclaim the cost of SSSC registration.

HOURS OF WORK

A range of contracted hours are available from 16 to 37.5 hours per week. Shifts may include early mornings, evening, weekends and sleepovers. The actual pattern will be determined by the needs of the services and may therefore change from time to time to meet requirements. Shift rotas are normally planned in advance.

LEAVE

The leave year runs from 1 April to 31 March.

The basic entitlement for full-time staff is 31 days (this includes public holidays) with one additional day's leave per leave year of service up to a maximum of 5 days. Leave for part-time staff is in proportion to hours worked.

METHOD OF PAYMENT

Monthly on the last Thursday of each month direct to employee's bank or building society account.

PENSION

All employees are normally eligible to join the Scottish Housing Associations' Pension Scheme Defined Contribution.

SICKNESS ALLOWANCE

All permanent employees will be entitled to sickness allowance as follows:

Service	Entitlement	
	Full Pay	Half Pay
up to six months	one week	nil
six months to one year	up to five weeks	up to five weeks
one – two years	up to nine weeks	up to nine weeks
> two years	up to 13 weeks	up to 13 weeks

NOTICE PERIOD

By Eildon :	One calendar month, subject to statutory minimum
By the Employee:	One calendar month

OUTSIDE WORK

Outside work will normally be permissible subject to that work involving no conflict of interest with the individual's job at Eildon and that no other work affects the performance of their duties with Eildon.