



## Job Description

<b>Job Title:</b>	Support Worker – Housing Support and Care at Home Services
<b>Location:</b>	Glasgow
<b>Responsible to:</b>	Service Manager
<b>Hours:</b>	38hours per week (based on rota for awake nights/evenings/weekends support)
<b>Night Support:</b>	Sleepovers as required (additional payment based on Scottish Govt Guidance) Awake Night as required (£11.50 per hour)
<b>Hourly Rate:</b>	Scottish Living Wage (as publicised by Scottish Govt)
<b>Salary per annum:</b>	£21,538.40 (from April 2023)

***Mainstay Trust Ltd are committed to supporting the people we work with to have the best day possible. It is essential that staff are inspired and motivated by this and appreciate the important contribution their role makes to the lives of the individuals they are matched to work with.***

### **Purpose of Post:**

The purpose of the Support Worker role is to enable people who use Mainstay Trust Ltd housing support and care at home services to lead full and inclusive lives by meeting their support needs and working with them to achieve their wishes and aspirations. Support Workers will work within Mainstay Trust Ltd's values and ethos and use a person centred approach to their work. This will be achieved by:

- Working as part of a team
- Working with individuals, family members and management representatives to identify and achieve outcomes, which are part of the personal support plan of the individual
- Being prepared to support people in the informed choices they make, giving advice and guidance where appropriate to assist with making informed choices
- Participating in reviews for individuals on a 6 monthly basis with feedback and information about the support provided
- Actively participating in team meetings as these are arranged and carrying out tasks as allocated
- Participating in support and supervision as arranged
- Participating in training necessary for the post or as directed by line management representatives
- Undertaking administrative duties and reporting findings to management representative of the service.

### **Main Responsibilities:**

- To assist the people we support to be as independent as possible in all aspects of daily living in line with their personal support plan.
- To empower the people we support to make informed decisions about their lives.
- To support people to be active members of their local community and to encourage them as fully as possible to be good citizens, neighbours, friends and family members
- To support people with all household tasks which have been identified in their personal support plan, for example cleaning their home and maintaining the safety of their home.
- To support people to budget and plan for purchasing household goods and groceries, preparing shopping lists, meal planning and preparation with a focus on healthy eating options and sharing meals with them in line with their personal support plan.
- To support people to manage their finances in accordance with Mainstay Trust Ltd guidelines.
- To support people to manage their personal care and health needs, including being responsible for administering and recording oral and topical medication and attending relevant health appointments in line with their personal support plan.
- To support people with eating/drinking, dressing/undressing, washing, bathing, toileting and continence care, where necessary using appropriate equipment for moving and handling or specialist feeding.
- To support people with over- night support in line with their personal support plan.
- To support people to go on holiday.
- To offer emotional support to people when they are experiencing difficulties in their lives.

### **Communication:**

- To promote a positive, settled and stable environment for the people we support.
- To update family members, health professionals, social workers as and when appropriate and in line with the persons personal support plan.

- To work in accordance with Keeping People Safe Guidance and general guidance notes for managing possible risks for the person supported and staff members working with the person, notifying management representative for the service if there is an issue of non-compliance or a difficulty in adhering to the guidance.
- To have a non-judgemental attitude to people who may present with behavioural challenges and to work with team members and external agencies to ensure the person is supported consistently when displaying these behaviours, notifying management representative for the service if there is an issue of non-compliance or a difficulty in adhering to the guidance for managing the challenges presented.
- To use the most appropriate communication methods with the people we support whether this is verbal, in gesture, pictorial or objects of reference or a combination of these methods in line with the persons personal support plan, notifying management representative for the service if there is an issue of non-compliance or a difficulty in adhering to the communication method chosen.

### **Teamwork and Working Relationships:**

- To develop and maintain professional and caring relationships between staff and the people we support.
- To proactively engage in positive and professional relationships with family members and professional colleagues.
- To provide support where required by the housing support and care at home services accepting that changes to expected support provision may be required on occasion because of annual leave or sickness absence management requirements of the services provided, ensuring consistency of provision for the individuals supported by Mainstay Trust Ltd.
- To take on specific roles relevant to an individuals support (such as checking/collecting medication, ensuring accuracy of petty cash, preparing menu plans/shopping lists)
- To actively participate in support and supervision when requested to do so.
- To work cooperatively as part of a team including attending and contributing to team meetings.
- To attend training on (at least) an annual basis to ensure that core training skills required to undertake the role are regularly updated and refreshed.

### **Organisational Responsibilities:**

- You will adhere at all times to Mainstay Trust Ltd Policies and Procedures and the Codes of Conduct of your registering body the Scottish Social Services Council (SSSC)
- Where necessary you will liaise with relevant housing repairs departments to ensure all housing repairs are carried out timeously to ensure the safety of the person being supported and staff members.
- You will maintain a safe working environment ensuring your own personal safety and the safety of others, reporting to the management representative for the service of any concerns that you have about the safety of the working environment and confirming steps taken to reduce any potential hazards identified.
- In services where medication is managed by support staff you will check that the medication given to the person within the service has been recorded by previous staff member and highlight to a Service Manager any issues of non-compliance.
- In services where petty cash is managed by support staff you will check at handover that monies held and spent are accurate to the record written and highlight to a Service Manager any issues of non-compliance.
- You will complete written details of the support provided, this may be a daily diary, handover sheet or other form of communication which records the days support such as bowel charts, sleep charts, medication sheets, petty cash sheets and any other forms held in relation to the individuals support and in compliance with their personal support plan.
- You will report to a Service Manager any identified deviation from the persons personal support plan, guidance notes and keeping people safe guidance papers that come to your attention.

### **General**

- To be contactable in the event of emergency support requirements by the on-call
- The post holder is responsible for ensuring their individual registration requirements are valid and current to enable them to work in the social care field.
- To have a knowledge and understanding of the role of support worker as it links with The Keys to Life and The Health and Social Care Standards: My support, my life.
- To undertake any other reasonable task as required by the organisation in line with the provision of services to individuals.