

# JOB DESCRIPTION

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| **Post Title:** | Support Worker x2 | **Department / Service:** | Integrated Adult and Community Services |
| **Hours:** | Casual | **Level:** | G02 |
| **Location:** | Llys Elian – Centre for Dementia Services | **Job Evaluation Number:** | SL2195 |
| **Responsible to:** | The Manager | **Responsible For: (Staff)** | N/A |

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| **Job Purpose:** |
| The aim is to ensure those who live at Llys Elian live in a homely environment; you will be expected to support individuals emotionally, physically and creatively.  You will work holistically in supporting those who live at Llys Elian, undertaking a variety of social, daily living and domestic activities.  To achieve this you will work as part of a team, providing practical and personal assistance to individuals, and promoting independence in a sensitive and professional manner, according to individual needs and wishes. |

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| **Duties and Responsibilities - Job Specific** | |
|  | To work as part of a team to develop and deliver a quality home from home service for individuals with dementia. |
|  | To provide support that meets the care and support needs as identified in individuals personal plans, and in accordance with safe working practices, e.g manual handling risk assessments, infection control, safe food hygiene practices. C.O.S.H.H, etc. |
|  | Support workers should be able to support individuals with the following: -   * **Practical care** – e.g. washing, dressing, showering/bathing, dealing with continence aids, skin care, hair washing, care of teeth and hearing aids and care of nails * **Medication** - Be responsible for administering medication safely and appropriately whilst adhering to Conwy County Borough Council medication policy. * **Food preparation** – prepare simple meals from fresh ingredients, correct use of domestic appliances, an understanding of basic principles of nutrition and an understanding of need for special diets e.g. diabetes. Ensuring individuals have real choice, a shared experience, and an engaging and a meaningful meal time * **Domestic skills** – supporting individuals with general household cleaning, dusting, vacuuming and laundry including the use of cleaning materials, disposal of contaminated waste. * **Social Activity** – support and enable individuals to participate in their cultural, social and leisure choices |
|  | To build positive relationships with families and friends of those who live at Llys Elian, allowing them to be fully involved in the life of their family member or friend. Working together we will promote independence and assist individuals to maintain life skills, leisure interests and social networks according to their individual preferences. |
|  | To engage and involve individuals at Llys Elian with regard to their wellbeing. Consulting with families, colleagues and management regarding any concerns and changes in their needs. Work as a part of a team to identify possible improvements to the way in which these needs are met. |
|  | Working within a feelings based model of care, implement meaningful occupation and connection with individuals at Llys Elian, capturing positive moments throughout the day. |
|  | Promote the welfare of individuals, and ensure Safeguarding procedures are followed. |
|  | Support workers are required to accurately record the activities they undertake with those living at Llys Elian and to complete records in connection with their work. Support workers will deliver positive handovers in relation to the individuals they are supporting. |
|  | To have particular regard for confidentiality and appropriateness of information sharing. |
|  | Attend team meetings, supervision and training relevant to both personal and service development. Provide mentoring, shadowing and support to staff as required. |
|  | To ensure the safety and security of individuals and the building, by ensuring awareness and confidence in the agreed emergency procedures. |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
|  | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** …………………………..

**Employee’s Name and Signature**

**Approved by**

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Support worker**

**Date: November 2022**

**Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | Ability to complete the All Wales Induction Framework for Health and Social Care (AWIF) within 6 months in post. | I,AF | E |  |
| QCF 2 (NVQ 2) in care or ability to achieve this within 18 months. | I, AF | E |  |
| Work to Conwy policies and procedures, RISCA and the Code of Practice. | I,AF | E |  |
| Registered with Social Care Wales as an Adult Care Home Worker, or within 6 months of being in post | AF | E |  |
| Willingness to attend training and ability to put this into practice. | I, AF | E |  |
| Ability to work as part of a team | I, AF | E |  |
| An understanding of the needs of vulnerable adults, and dementia | I, AF/R | E |  |
| An understanding of safeguarding and promoting the welfare of vulnerable adults. | I, AF | E |  |
| Ability to maintain the individual’s records, daily reports and other records of activity. | I, AF | E |  |
| Ability to undertake dementia specific training | I, AF | E |  |
| To be able to work to a person centred feelings based model of care | I, AF | E |  |
| The ability to communicate in English is essential. | AF/I | E |  |
| The ability to communicate in Welsh is desirable | AF/I |  | D |
| Ability to work flexibly, prioritising case work and a high turnover of work to meet service demands | AF/I/R | E |  |
| **Creativity & Innovation** | Able to use own initiative to create meaningful occupation and connection, and positive moments for individuals throughout the day. | I | E |  |
| Provide support in a manner which meets individual needs and encourages individuals to make lifestyle choices, enable individuals to maintain skills and independence | I | E |  |
| **Contacts &**  **Relationships** | Communicate in a friendly, caring and respectful manner with individuals, families, friends and visitors. | I/AF | E |  |
| Able to communicate and pass on relevant information to a range of people including colleagues, managers and associated professionals. | I/AF | E |  |
| **Decisions / Recommendations** | Able to make recommendations for areas where further action might be necessary to ensure the wellbeing of residents. | I | E |  |
| Ability to actively contribute and participate in identifying potential improvements to service delivery. | I | E |  |
| **Resources** | Understanding of the importance of working as part of a team and taking shared responsibility for the correct use, maintenance and storage of equipment and supplies. | I | E |  |
| Able to take responsibility for small amounts of cash on behalf of residents, e.g. when assisting them on shopping trips. | I/V | E |  |
| **Physical Demands** | The person is required to maintain a level of fitness, which will enable safe manual handling in particular the moving of people, in line with standards set by the All Wales Manual Handling Passport Scheme. | AF/V | E |  |
| To be physical and emotionally resilient to deal with the demands of the role. | AF | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)