

# **Support Worker Job Description**

**Job title:** Support Worker

**Responsible to:** Supervisor

**Responsible for:** The People We Support

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## **Our Values**

Seeing the opportunities to make positive differences

Valuing and celebrating individuality and diversity

Supporting rights, needs choices and dreams

Being responsible, sustainable and innovative in our work

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## **Job Summary**

To take responsibility, under the Service Manager to meet the needs of the People we Support promoting an environment, which provides the People we Support with specialised personal care achieved through a process of individual consultation, whilst ensuring own capabilities are maintained through development and learning.

## **Key Responsibilities**

### **Colleagues**

- Mentor new colleagues during induction to enable them to deliver quality care to the People we Support.
- Actively participate in observation and supervision practices and deliver against Appraisal and Supervision targets set
- Ensure you deliver effective communication, including written reports.

### **Business**

- Follow WCL Financial Procedures and be environmentally responsible in accordance with the organisations green policy

### **The People We Support**

- Contribute to the promote a caring environment that is delivered according to the latest guidelines, best practice, legislative and regulatory requirements.
- Contribute to effective methods of communication with all stakeholders

- Deliver high standards of care to the people we support in line with support plans and organisational policy which may include personal care, physical or mental support, administration of medication, activity and engagement
- Ensure that the views and preferences of the people we support and visitors are sought and shared with the Service Manager
- Ensure that a high level of satisfaction with the service is achieved and maintained (the people we support, relatives, colleagues and commissioners).
- To support the Service Manager to manage complaints and concerns appropriately and effectively in accordance with WCL policy.
- Maintain excellent relationships with relatives, residents and external agencies to build and maintain a positive reputation in the local community.
- Understand and implement Safeguarding Vulnerable Adults policies and procedures.

### **Safeguarding**

- To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MCA policies and procedures taking responsibility for reporting safeguarding concerns to the senior person on duty or on-call Manager/Deputy CEO.

### **Health and Safety**

As an employee of Warrington Community Living, the post holder has a duty under the Health and Safety at Work Act 1974, to;

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation. Not intentionally or recklessly interfere with or misuse, anything provided in the interests of health, safety, or welfare in pursuance of any relevant statutory provisions.
- To support the Service Manager to ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

### **Data Protection**

- Respect the confidentiality of information in line with the requirements of the Data Protection Act 2018 and the organisations ISO27001 accreditation. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.
- This list of duties and responsibilities is by not exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
- This job description is subject to regular review and appropriate modification.