



Job Description

Support Worker

Reporting to: Service Manager/ Team Co-ordinator

About Us:

The Coquet Trust are an inclusive and supportive employer who value the diversity of our staff, encouraging them to reach their full potential through relevant training and supportive leadership.

We are driven by our values which are to be committed, reliable, inspirational, trustworthy and inclusive. They are the foundation of all that we do and endeavour to achieve.

We are an Investors in People employer and by joining the Coquet Trust team, you will be given excellent support and leadership directly from the Service Manager as well as the wider team.

Working closely with the team, you will deliver our values by putting the service user at the heart of everything you do.

Purpose:

The duties and responsibilities of a Support Worker are varied depending on the particular needs of the person we are supporting, the location and environment. This is because each person we support has unique needs and requirements.

The Support Worker will therefore need to be caring, reliable and committed with the ability to adapt to different working environments.

Whilst this can be a very diverse role, the key focus is always on supporting people to lead a fulfilling and more independent life while minimising the risk that they will experience any kind of abuse.

Main duties and responsibilities:

Provide the highest standard of support at all times, meeting the support needs of people as recorded in a person's support plan.

Working as part of a team, you will contribute towards having a positive impact on the lives of the people we support by helping them to achieve their goals and aspirations and enable them to lead a happy and fulfilling life.

Promote a positive working culture within the team by being supportive and working in partnership with you colleagues to deliver the best care possible to the people we support.

You will help develop and maintain independent living skills to the people we support, including:

- Supporting people to pursue hobbies and interests;
- Supporting people to attend appointments;
- Enabling people to access community facilities and community groups;
- Helping with meal preparation and provide assistance where required
- Supporting with personal care such as administration of medication, bathing, oral hygiene, dressing and moving and transferring if necessary;
- Understanding a person's communication needs and adapting your communication style to suit each individual e.g. sounds, tones, body language;
- Supporting individuals with their finances including supporting with budgeting and accessing weekly finances;
- General housekeeping duties e.g. changing light bulbs, cleaning, reporting breakdown of equipment etc.

Ensure the home of the people we support is safe and secure at all times.

Bring to the attention of the Service Manager any concerns you may have relating to the safety and well-being of the people we support.

Be responsible for protecting and maintaining confidentiality of information at all times in accordance with current GDPR guidelines and Coquet Trust policies.

You will be expected to work alone and as part of a team.

Actively take part in regular 1:1 supervision meetings and annual appraisals with your line manager.

Ensure that all of Coquet Trust's policies and procedures are followed, by working flexibly and adapting to and implementing changes within your role, as and when they are made.

Coquet Trust adopts a flexible approach to working hours and working locations, including sleep-in duties, unsociable hours and weekend work to meet the operational needs of Coquet Trust to which you would be expected to adhere to.

Attend training and personal development relevant to your role, as required by Coquet Trust.

To undertake any other duties commensurate with the level of the post.

This job description indicates the main duties and responsibilities of this role, however it is not exhaustive and may be subject to change in-line with the operational needs of Coquet Trust.

Professional and Personal Qualities:

To represent Coquet Trust in a professional manner and maintain the good reputation of the organisation at all times.

Be friendly, caring and empathetic to the people we support and show them respect and dignity at all times including their privacy and confidentiality.

PERSON SPECIFICATION

SUPPORT WORKER

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
EDUCATION, TRAINING AND QUALIFICATIONS			
No formal qualifications are required		NVQ L2 or equivalent in Health and Social Care	
KNOWLEDGE, SKILLS AND EXPERIENCE			Application/ Interview
A kind, caring and supportive attitude towards others	✓		
Excellent listening and communication skills	✓		
Excellent written skills and the ability to complete communication book/care plans	✓		
Ability to understand and follow policies and procedures	✓		
A basic understanding of digital media and computer skills (support can be provided)	✓		
A willingness to go the extra mile	✓		
Able to work on a shift rota, including evenings, weekends and bank holidays	✓		
Previous experience in a care setting is not essential as we can provide relevant training and support		✓	
Ability to maintain confidentiality	✓		
SPECIAL REQUIREMENTS			Application
Full clean UK driving licence and access to a vehicle (an advantage but not essential)		✓	
Must be willing to complete the care Certificate if no NVQ L2 or equivalent in Health and Social Care		✓	