

ROLE PROFILE

JOB TITLE	Support Worker - SJC
SERVICE PROVISION	St James Care
SCALE POINT	20
CONTRACT TYPE	Permanent
LINE MANAGER	Deputy Manager
DATE OF ISSUE	April 2025

Area of Work: To provide a consistently high level of support and personal care to the residents of St James Care, enabling them to maximise their independence and dignity whilst ensuring compliance with all required regulations, legislation, policies and procedures as laid down by the Care Quality Commission and The Society of St James

Client Outcomes:

To develop positive, trusting relationships with residents through a key working system which enable them to:

- Identify and achieve goals and outcomes through person-centred support planning;
- Increase their confidence and improve self-esteem;
- Improve and acquire essential life skills that maximise their independence within the context of their skills and abilities;
- Gain access to meaningful social and leisure activities;
- Identify strategies to minimise the harm caused as a result of excessive alcohol consumption.

Specific Duties:

Key Working
1. To act as keyworker to specific residents assigned by the Registered Manager and/or Deputy manager and to be responsible for ensuring that these sessions take place on a fortnightly basis. To be responsible for ensuring that these key work sessions are recorded as soon as they are completed. 2. To be responsible for developing initial resident care and support plans in conjunction with each resident for whom they have key-working responsibility. To be responsible for ensuring that care plans are initiated and support plans are instigated within two weeks of the resident being admitted.

3. To be responsible for ensuring that these support plans are reviewed with residents at least every three months, (or sooner if there is a significant change in a resident's circumstances). To be responsible for ensuring that these reviews are recorded as soon as they are completed.
4. To provide personal support to residents in every aspects of their daily living, including dressing, washing, bathing, toileting and feeding as required, respecting the dignity and privacy of individuals at all times.
5. To be responsible, in conjunction with the Registered Manger and the Deputy Manager, for the completion of initial risk assessments for all aspects of resident care and support for residents for whom they have key-working responsibility. To be responsible for ensuring that these risk assessments are recorded within two weeks of the resident's admission.
6. To be responsible for ensuring that risk assessments are reviewed with residents at least every three months, (or sooner if there is a significant change in a resident's circumstances). To be responsible for ensuring that these reviews are recorded as soon as they are completed.
7. To have a good understanding of current national guidelines in respect of safe levels of alcohol consumption, and be able to discuss this with residents within the context of the managed alcohol programme being run in the project. To ensure that all key working sessions cover this.
8. Ensure that all medication is administered in line with policy and procedure and that any errors with medication administration are reported in accordance with current policies and procedures

General Tasks

1. To support new residents to settle into the home, promote a positive and friendly atmosphere and encourage residents to take part in the activities on offer within the home.
2. To encourage residents to exercise their right to choose how they structure their day (i.e. what time they get up, go to bed, have their meals etc.) and help them to live their daily lives as fully and as independently as possible.
3. Where required, accompany residents on hospital and other relevant appointments and assist them to take regular exercise, such as a short walk, where appropriate.

Administrative Tasks

1. Log all accidents, incidents and safeguarding issues and report to the Registered Manager in line with the Society's policies & procedures.
2. Ensure that daily records are entered onto Nourish and updated properly prior to handover so that staff coming onto shift have all relevant information about the residents and are aware of any specific concerns or issues.
3. Answer the telephone and ensure that messages are passed on to the appropriate individual or written in the log.
4. Ensure that all prescriptions for residents are kept up to date and assist staff to book in all new medications delivered to the project in accordance with current procedures

Housekeeping and Health + Safety

1. Undertake specific housekeeping tasks as directed by any member of member of the Senior Team in order to ensure that all daily housekeeping tasks are carried out.
 2. Report both urgent and non-urgent property repairs to the Senior Team and record that you have done so in the appropriate record book for follow up.
 3. Ensure that the any health and safety issues concerning the welfare of residents are reported and recorded appropriately.
 4. Carry out regular visual health and safety inspections within the home as directed
- Follow all Good Practice Guidance in relation to hygiene and infection control (wear a clean uniform at all times and use the appropriate Personal Protective Equipment (PPE)).

Other

1. Carry out any other duties within the overall objectives of the post, as required by the Registered Manager, Senior Team or the Board.
2. Attend all staff team meetings and participate in the development of the home and the Society as a whole.
3. Participate in regular supervision with your Line Manager.
4. Attend all training courses relevant to the post and any other training deemed appropriate by your Line Manager

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Experience of working with vulnerable people either in a residential setting or care service and providing personal care	FORM INTERVIEW
Experience of developing and monitoring person-centred care plans	FORM INTERVIEW
Experience of working with people with substance misuse issues, mental health problems and challenging behaviour	FORM INTERVIEW
Knowledge and understanding of Dementia, other mental health illness and other physical ailments that affect older people	FORM INTERVIEW
Knowledge of the Care Quality Commission Regulations and Standards	INTERVIEW
Knowledge and understanding of equality and diversity, with respect to staff and clients and how to implement equality and diversity policies	FORM INTERVIEW
Good understanding of health and safety issues relating to working in a residential care environment	INTERVIEW
Knowledge of safeguarding and protection procedures and protocols for vulnerable adults	INTERVIEW
Ability to listen, consult and communicate effectively with clients and colleagues	FORM INTERVIEW
Ability to motivate clients and encourage them to seek meaningful occupation and to live more independently	INTERVIEW
Literacy skills sufficient to write detailed and comprehensive support plans and reports	FORM INTERVIEW
Good time management skills and the ability to work alone and as part of a team	INTERVIEW
Ability to deal with difficult and challenging behaviour calmly and effectively	INTERVIEW
Ability to carry out risk assessments, develop risk management plans and actively manage risks presented by clients	FORM
Computer literate – familiar with Word and use of Email and the Internet. Be able to use Nourish – electronic record keeping system	FORM
Be able to work across all of the shift patterns within the home, including weekends, over a 4-week rolling rota	INTERVIEW
To work towards Minimum NVQ Level 2 in Social Care, Mental Health or other relevant qualification.	FORM

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Competencies – Support Worker: SJC

1. Good time management skills and the ability to work alone and as part of a team.
2. Confidence and ability in using IT systems, email and the world-wide Web.
3. Compassionate approach to dealing with individuals with complex needs and challenging behaviour.
4. Able to maintain professional boundaries at all times and demonstrate self-awareness at all levels.
5. Able to use own initiative to respond to emergencies and other unexpected situations.
6. Able to communicate in all ways effectively with clients and colleagues.