



**SUPPORT WORKER**

**PENNEFATHER COURT, AYLESBURY, BUCKINGHAMSHIRE**

**£7.19 TO £7.57 PER HOUR (DEPENDENT ON QUALIFICATIONS)**

**36 HOURS PER WEEK**

As a key provider of quality care for people with physical disabilities and brain injuries, we have created a homely atmosphere where everyone feels welcome and secure. Our philosophy is simple, to give our residents a high standard of living within modern surroundings and to treat both residents and staff with respect and dignity.

From preparing, agreeing and monitoring resident care plans, to delivering the expert support they need, including the sensitive delivery of personal care, you will be one of the driving forces behind promoting resident integration and inclusion into the community as well as in the unit itself.

You will have experience of working in a care environment as well as being qualified or willing to work towards your NVQ level 2 (or equivalent) in Health & Social Care. Most importantly, you will share our passion for providing a first class service.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 28 days annual leave (including bank holidays), sick pay and a loyalty bonus.

To apply, please complete an online application or submit your CV and covering letter at [www.sanctuary-group.co.uk](http://www.sanctuary-group.co.uk). For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SCG1450.

Closing Date: 5pm on 9<sup>th</sup> March 2012.

**Building Equality and Diversity**

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Carr-Gomm is a trading name of Sanctuary Housing Association, an exempt charity.



<b>Role Title</b>	Support Worker
<b>Reporting to</b>	Home Manager
<b>Role Purpose</b>	To provide a quality care and support service for Residents in line with policies and procedures

<b>Key Result Areas</b> <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	<b>Key Elements</b> <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	<b>% Time</b> <small>(Current priority for each KRA)</small>
<b>Support the Individual</b> Maximise the independence of the residents	<ul style="list-style-type: none"> <li>• Enable/empower residents to maximise their own potential/ level of independence</li> <li>• Enable residents to access and maintain a level of integration within the wider community</li> <li>• Place residents at the heart of the care/support provided</li> </ul>	
<b>Provide Care/Support</b> Give care/support to residents in line with agreed care plans	<ul style="list-style-type: none"> <li>• Work under the supervision of a Nurse in Charge</li> <li>• Meet residents' personal hygiene needs</li> <li>• Maintain choice, privacy, dignity and independence of residents</li> <li>• Establish a relationship with all residents, listen and talk with them to encourage mental stimulation</li> <li>• Help to make sure that residents' dietary needs are met</li> <li>• Liaise with other staff, report and document relevant issues</li> </ul>	
<b>Service to Residents</b> Ensure a comfortable environment is maintained	<ul style="list-style-type: none"> <li>• Ensure the environment is maintained to a high standard</li> <li>• Provide appropriate support to the residents in maintaining their own living areas</li> <li>• Support and speak on behalf of "key" residents and families when required</li> <li>• Assist/support residents in making complaints in line with the organisation's Complaints Policy &amp; Procedure</li> <li>• Report residents' complaints to the duty manager</li> <li>• Avoid unnecessary waste of essential supplies and equipment</li> </ul>	
<b>Health &amp; Safety</b> Ensure health and safety requirements are met	<ul style="list-style-type: none"> <li>• Carry out effective care/support procedures in line with health and safety requirements</li> <li>• Report faults and hazards</li> <li>• Test equipment before use</li> <li>• Adhere to the Health and Safety at Work Act</li> <li>• Ensure that infection control procedures are carried out effectively</li> </ul>	

## Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

<b>Core Competencies</b> <small>(Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)</small>	<b>Level</b> <small>(The levels indicate the performance expected in this role)</small>	<b>Indicators of Expected Performance</b> <small>(A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)</small>
<b>Adapt to change</b> <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> <li>• Understand and recognise need for change</li> <li>• Accept change is ongoing</li> <li>• Be open to new ideas</li> <li>• Look for new and better ways of doing things</li> <li>• Remain focused on goal</li> <li>• Review and monitor systems and make changes if needed</li> <li>• Do not change if the best already exists</li> <li>• Learn from change</li> </ul>
<b>Communicate well with others</b> <i>Listen to the needs of others and convey information clearly and accurately</i>	1	<ul style="list-style-type: none"> <li>• Be patient, polite, approachable and helpful</li> <li>• Empathise with people from all backgrounds and cultures</li> <li>• Respect opinions and views of others</li> <li>• Tell the right things to the right people at the right time in the right way</li> <li>• Present written material in a professional way</li> <li>• Use discretion appropriately, maintain confidentiality</li> <li>• Adapt to any special communication needs people have</li> <li>• Use body language effectively and understand its effects on others</li> </ul>
<b>Get the best out of self and others</b> <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	1	<ul style="list-style-type: none"> <li>• Rise to the challenge of doing a difficult task</li> <li>• Show confidence in own ability and expertise</li> <li>• Know own job and know themselves</li> <li>• Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods</li> <li>• Learn from mistakes</li> <li>• Take constructive criticism positively</li> <li>• Recognise own strengths and weaknesses including any stereo types or prejudices</li> </ul>
<b>Impress the customer</b> <i>Ensure service provided consistently meets customer needs</i>	1	<ul style="list-style-type: none"> <li>• Understand how actions impact upon the quality of customer service</li> <li>• Think from the customer's perspective; show empathy to the customer's situation and any special needs</li> <li>• Listen to the customer and address all relevant concerns and needs</li> <li>• Take responsibility for getting an outcome</li> <li>• Act on promises and meet deadlines</li> <li>• Take customer complaints seriously and deal with them calmly</li> <li>• Be knowledgeable and well-informed, provide relevant and accurate information to customers</li> </ul>
<b>Work well with others</b> <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	1	<ul style="list-style-type: none"> <li>• Know when you have the power/authority to make decisions and when to seek help</li> <li>• Be flexible</li> <li>• Share credit and responsibility</li> <li>• Share ideas, skills and knowledge</li> <li>• Work towards the common goals of the team</li> <li>• Be prepared to listen and support other team members and staff in the wider organisation</li> <li>• Understand own/others roles and impact upon each other</li> <li>• Be aware of own role in organisation and how it contributes to organisation strategy</li> </ul>

## Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

### *Clinical/technical skills/knowledge and/or functional experience for the role:*

- Experience of working with relevant client group or in the care sector, desirable

### *Relevant clinical/technical, vocational or educational qualifications for the role:*

- Qualified or willing to study Level 2 Diploma, in relevant area (Health and Social Care)
- Hold *Skills for Care* Induction Standard or achieve it within 6 months of employment (ex-TOPPS Induction and Foundation Standard)
- Functional Literacy, Numeracy, Communication and ESOL competency

### *Knowledge of software packages:*

- N/A

### *Staff management skills/experience:*

- N/A

## Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training 6 months

## How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

## Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange	✓		✓			
2	Agreeing and Interpreting						
3	Leading and Influencing						

## Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Project based throughout all units/areas of the Home/in the community
- Shift work required
- Required to maintain a high level of confidentiality at all times