



BON ACCORD CARE JOB PROFILE

1 Job Details	
Job Title:	Support Worker
Job Profile No:	
Grade:	Grade 9
Version Date:	November 2016 (INCA test of change project)

2 Job Purpose
Throughout Aberdeen city you will provide a high standard of person centred care and support for service users in a range of accommodation settings, including their own homes. You will work as part of a team to support carers and to enable service users to maintain and develop their potential and contribute to their social, physical and mental wellbeing.

3 Reporting Relationships
Care at Home Manager (Bon Accord Care) Coach (external) Community Nurse District nurse Support Worker

4 Outcomes
<p>The post holder will be expected to:</p> <ul style="list-style-type: none"> • Support individuals and their carers to achieve outcomes outlined in personal support plans, through their intervention, ensuring personal, physical, social and emotional care needs identified in the care plan are being met • Maintain and maximise independent living skills of service users • Carry out any domestic duties as required to maintain a safe and clean environment • Carry out duties in accordance with relevant legislation, policies and procedures and national care standards and SSSC codes of practice • Have a proactive approach to continuous professional development and participate in individual, team and service development

5 Tasks and Responsibilities

The post holder will be expected to undertake a range of tasks as appropriate to the role and responsibilities. These may include all or some of the following but are not restricted to:

- **Medication**
 - Prompt, assist or administer medication as required
- **Moving and Handling**
 - Use of moving and handling or assistive equipment which may include *hoists*
- **Personal Care**
 - Dressing
 - Showering
 - Toileting
 - Personal grooming
 - Assisting with feeding
- **Social Support**
 - Support service users to participate in social activities within care home or sheltered complex
- **Support Plans**
 - To assist assessment, planning and review of support plans
 - Follow and update the support plan and report any concerns or issues identified
 - Undertake or follow risk assessments
- **Other Responsibilities**
 - Serving or Reheating Meals
 - Provide housing support including, reporting repairs, assisting with appointments and booking transport

6 Knowledge

The post holder needs to be able to demonstrate an understanding or experience of:

- The Health and Care Sector and the principals of providing care and support
- Adult Support and Protection legislation
- Health and safety in the workplace assessments, reviews and support planning

7 Grade specific skills and competencies

The post holder is expected to demonstrate:

- The ability to provide personal care to a range of people with support needs
- The ability to promote dignity, respect, choice and independent living and work in an anti-discriminatory way
- The ability to communicate effectively and work in partnership with service users, staff, carers, families and internal/external professionals to achieve improved outcomes for service users
- An ability to work as part of a team and provide guidance and support to other members of staff
- The ability to work proactively and with limited direct supervision, while at the same time

recognising when matters need to be referred to a more senior manager

- The ability to work accurately with detailed information specifically around the management and administration of service users' medication
- The ability to maintain and develop clear and accurate records including risk assessments and care plans
- The ability to meet deadlines
- Basic IT skills including the use of smart phones and Ipad's
- The ability to move and handle both people and objects in a safe manner

8 Organisational Behaviours

The post holder is expected to display the following behaviours:

- **Quality**
 - Ensure that the services offered are the best they can be.
- **Integrity**
 - Respect the dignity and diversity of all of our customers and staff and always uphold people's rights.
- **Service**
 - Communicate with and listen to our customers in order to deliver the highest standard of service.
- **Pride**
 - Demonstrate pride when working for Bon Accord Care
- **Value**
 - Ensure services delivered give value for money and work efficiently.
- **Innovation**
 - Be open to new ideas and at the forefront of innovation in delivering care and enablement services.

9 Requirements of the Job

The post holder needs to hold as a minimum:

- Qualification required by SSSC – SVQ2
- Protection of Vulnerable Groups Scheme Record (PVG) or willing to become a scheme member
- To have registered or undertaken registration with the SSSC where applicable

The post holder may be expected to:

- Work to a shift pattern as required including evening, nights and weekend working
- Work at alternative locations as required
- Adhere to SSSC codes of practice, Bon Accord Care Policy and Procedures and relevant Legislation
- Lone work

10 Development

The post holder must have undertaken or be committed to undertaking the following mandatory training within a specified period:

- BAC Induction incorporating appropriate adult protection, people and object handling, customer care, food hygiene, infection control
- Safe and legal training to Level 1 and Level 2 Role Specific
- Effective recording and reporting
- Effective communication
- Training and other development needs as appropriate