**JOB DESCRIPTION**

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| **1.** **JOB DETAILS** |  |
| **Job Title:** | Home Support Worker |
| **Location:** | North/East and West services |
| **Team/Directorate:** | Care SBU/Customer Services |
| **Responsible To:** | Team Leader/Housing with Care Manager |
| **Responsible For:** |  |
| **Indirectly Responsible For:** | Cooks and Cleaners |

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| 2. JOB PURPOSE |  |

As a Home Support Worker, you will work as part of our care at-home team providing all aspects of direct personal care and providing person-centred support to customers living within their own home.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

**3.1 Main Duties and Responsibilities**

* Provide all aspects of direct personal care and medication care up to level 3, with occasional level 4. You will support customers by following their personal care/medication plan.
* Apply and commit to the importance of all expected requirements of confidentiality regarding customers.
* Assist in the preparation and provision of meals to customers as outlined in the customer's personal care plan.
* Assist in the provision of domiciliary tasks within a customer’s personal care plan.
* Provide care and support to customers within the framework of the Scottish Social Services Council (SSSC) codes of practice, National Care Standards and Care Inspectorate quality framework.
* Undertake all aspects of Keyworker duties, and be responsible for creating, implementing, and reviewing care plans and reviews for customers in line with legislative and contractual requirements.
* Liaise professionally and confidently with health professionals, contractors, visitors, or any other person associated with customers and the care at-home service to ensure a compliant, professional, and high-quality service.
* Contribute to maintaining and updating customer/operational records, this will include risk assessments for customers.
* Perform these duties unsupervised in the absence of the Team Leader/Care Home Manager, following procedures for managing any unexpected events within the service.
* Encourage and promote customers to live as independently as possible.
* Support customers in maintaining a safe and secure environment, being responsible for the building when the HWC manager or Team Leader are not on duty.
* Provide data to management as part of the reporting framework and provide data to support business decisions as required.
* Deliver housing with care services to meet our agreed KPI’s and SLA’s and legislative requirements.
* Access departmental systems and update them accurately and in a timely manner to support departmental and legislative requirements.
* Consult and include customers on relevant topics and action the feedback to ensure an innovative approach is taken to the service delivery.

# 3.2 Key Relationships – Internal & External

**Internal**

* Develop and maintain good relationships with customers.
* Accept support and guidance from the Housing Care Manager and Team Leader
* Accept support and guidance from other team members and Hanover colleagues.
* Accept support and guidance from the Care Manager

**External**

* Develop and maintain relationships with Customers’ families, Power of Attorney, Welfare Guardian and other important stakeholders.
* Work with and maintain relationships with external agencies including GPS, Pharmacies, District Nurses and other health and social care professionals.
* Work with and assist external stakeholders involved in the provision of care.
* Assist and develop relationships with visitors, promoting the service to them and others

# 3.3 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Rigorous compliance with the Administration of Medicines Policy, Moving and Handling of People Procedure and other care-related policies and procedures.
* Complete online training as and when required.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practical

**3.4 General**

* Be aware of and always adhere to Hanover’s policies and procedures.
* Take part in performance reviews and one-to-one meetings with your manager throughout the year.
* Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
* Be an ambassador of Hanover’s values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.
* Attend team meetings.

**3.5 Other**

* Always apply Hanover’s values and behaviours to every aspect of the role
* Protect and enhance the interests and reputation of Hanover internally and externally.
* Act as a role model and always treat colleagues and customers with integrity and respect.
* Comply with Hanover’s Code of Conduct.

**JOB TITLE**

**Person Specification**

| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
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| **Qualifications and specific training** | Be registered with the Scottish Social Services Council (SSSC) within six months of employment commencing.  Once registered with the SSSC you must remain registered as a condition of employment.  Must be a member of the Protection of Venerable scheme for adults and retain the membership as a condition of employment. | Scottish Vocational Qualification (SVQ) Level 2/3 – Health and Social Care. (This is an essential requirement to maintain registration with SSSC)  REHIS Elementary food hygiene, manual handling, first aid and medication certificates. (This is an essential requirement once in post) |
| **Experience** | Demonstrable experience in customer care | Demonstrable experience in a care setting.  Experience in working with a range of care needs. |
| **Knowledge** | An awareness of personal care provision.  An awareness of care legislation – SSSC codes of practice, National care standards, Scottish commission of the regulation of care, Care inspectorate framework. | An understanding of personal care provision.  An understanding of care legislation – SSSC codes of practice, National care standards, Scottish commission of the regulation of care, Care inspectorate framework. |
| **Skills** | Basic ability to undertake personal care and care at home duties.  Effective observation skills.  Demonstrate flexibility, empathy, and approachability.  IT skills  Good verbal and written communication skills. | Developed ability to undertake personal care and care at home duties.  Developed/Advanced IT skills. |
| **Personal attributes** | Ability to work effectively as part of a team.  Ability to reflect on own professional practice.  Ability to form positive and respectful relationships with customers, colleagues, and other professionals.  Ability to use own initiative and be self-motived.  Ability to confidently communicate in an open and approachable manner. |  |
| **Additional requirements** | Ability to physically perform all aspects of personal care duties and navigate the building/work setting.  Ability to work flexibly with rota, covering shifts over seven days a week, meeting the demands of the service.  Occasional travel may be required for training and to provide essential cover. |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**