

PURPOSE

To provide support in a holistic manner by assisting, enabling, maintaining and looking after the general well-being of vulnerable people in the community, according to their assessed need, helping them to maintain their dignity and independence. There should be ongoing communication with all relevant professionals and a commitment to partnership working between Health, Social Work and other agencies in providing support services

JOB ACTIVITIES

As a Support Worker for Highland Home Carers, you should be able to carry out all the following duties while always respecting the individuals you work with and behaving in a professional manner.

- To support and enable vulnerable adults to live as independently as possible in their own homes.
- To carry out support tasks as described in individual's support plans or as instructed by manager/coordinator.
- To build positive, professional relationships with service users and other members of support team.
- To support and enable service users to understand their rights and responsibilities a) as a tenant b) to benefits c) to access other services.
- To support and enable service users with domestic skills such as cleaning and cooking while respecting the individual's right of choice.
- To support and enable service users to manage their budgets and to deal appropriately with any difficulties with budget management.
- To support and enable service users to access and fill in forms for benefits, housing applications, job applications, etc.
- To support and enable service users to maintain a healthy diet and to shop appropriately while respecting the individual's right of choice.
- To provide non-specialist counselling to service users.
- To support and enable service users to engage appropriately with other professionals and individuals interested in their welfare.
- To enable and support service users to access community resources and leisure activities.
- To provide written reports on all service user contacts in accordance with Highland Home Carers guidelines on privacy and confidentiality.
- To report immediately any change in pattern of behaviour or other significant event to manager/coordinator.
- To contribute to case conferences or reviews, as appropriate.

- To attend supervision and training, as required.
- To maintain confidentiality.
- To submit timesheets, expense claims and reports at times requested.
- To report any absence from work, planned or unplanned, as soon as possible to manager/coordinator.
- To provide cover for other support workers if they are absent from work.
- To be aware of risks and to work within our Health and Safety Policies.
- Any other duties deemed appropriate by senior members of staff.