



HIGHLAND HOME CARERS

Job description: **Complex Needs Support Worker**

This job description should be read in conjunction with Highland Home Carers Summary of main Terms and Conditions of Service, the Equal Opportunities Statement and the Person Specification.

Title of Post: Complex Needs Support Worker

Responsible to: Service Manager

Pay rate : £8.05 - £8.70 (Dependant on qualifications and hours worked an shift)

Location: Various

Job Purpose: To work as part of a team to provide support in a holistic manner by assisting, enabling, maintaining and caring for 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 NHS Social Work and other agencies in providing community care.

1. Primary duties and responsibilities.

- 1.1 Ensure that petty cash is used in accordance with Highland Home Carers policies and procedures
- 1.2 Provide support to service users to ensure that they are able to budget effectively to meet the costs of their chosen social, educational or leisure activities, including all activities of daily living
- 1.3 Work in accordance with Care/Support Plans through ongoing discussion with, and under the direction of the Housing Support Manager/ Assistant Manager and designated professional staff; to help meet the individuals' physical, social and emotional needs.
- 1.4 Build positive, professional relationships with service users and other members of the support team.
- 1.5 Demonstrate good standards of work practice in accordance with the National Care Standards and under the SSSC's Code of Practice.

- 1.6 Enable service users to maintain a healthy diet and shop appropriately for the specific needs of the service user while also respecting their right of choice.
- 1.7 Support and enable service users to engage appropriately with their families, friends and other professionals and individuals interested in their welfare.
- 1.8 Contribute to enhancing the leisure and social life of the service user.
- 1.9 Provide legible and accurate daily written reports on all service users in accordance with Highland Home Carers' guidelines on privacy and confidentiality.
- 1.10 Report immediately any change in pattern of behavior or other significant health change or event to the Housing Support Manager/Assistant Manager and/or relevant health professional.
- 1.11 Ensure whilst on shift the service user's home is kept clean and tidy and that house hold duties are kept up to date.
- 1.12 Contribute to case conferences and reviews where appropriate.
- 1.13 Report any absence from work, planned or unplanned, as soon as possible to coordinator.

2. General Duties

- 2.1 To observe and comply with the standards expected by the Care Inspectorate and Scottish Social Services Council.
- 2.2 Develop an effective means of communication between members of your team and colleagues
- 2.4 Attend staff training, meetings and other meeting as required from time to time
- 2.5 Ensure at all levels that confidentiality is maintained in relation to agreed policy
- 2.6 Assist in the promotion of a fair and quality service that is responsive to the needs of clients and stakeholders, ensuring adherence to the requirements of customer care policies at all times.
- 2.7 Up hold and positively promote equalities in service delivery and employment practices.
- 2.8 To undertake training and attendance at course as required by Highland Home Carers.
- 2.9 Carry out any other duties, which fall within the general areas of responsibility of this post
- 2.10 Be aware of risks and to work within our Health and Safety Policies.