

Title of Post: Support Worker (Complex Needs)
Reporting to: Assistant Service Manager/Practice Support Technician
Salary/Hourly Rate: £9.50 per hour
Location: Inverness/Fortrose
Hours: Various Full Time and Part Time



Introduction

Highland Home Carers (HHC) was founded in 1994. We are a vibrant and forward-looking organisation. We have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ over 450 staff and have a financial turnover of around £8 million. Our company has been owned by our employees since 2004. The business is governed and led by a Board of Directors, made up of two executive directors, three elected employee directors and three non-executive directors. We are a private limited company, with a strong commercial focus.

We provide a range of services for adults in various locations across the Highlands:

- Care at Home
- Support Work
- Housing Support
- Supported Living Services

Job Purpose

To provide person centred care, which includes the delivery of personal care, enabling, maintaining and looking after the general wellbeing of vulnerable people in our communities, always respecting the human rights of the people you work with and behaving in a professional manner.

Main Duties

- Work in accordance with Care/Support Plans through ongoing discussion with, and under the direction of the Assistant Service Manager and designated professional staff; to help meet the individuals' physical, social and emotional needs.
- Assist/enable people we support with personal activities such as washing, bathing, personal hygiene, taking medication, dressing, shaving, toileting, continence care and meal preparation.
- Assist/enable people we support to acquire mobility skills and transferring safely e.g. from bed to chair, always following moving and handling protocols/risk assessments
- Assist/enable people we support with cleaning, laundry, shopping and other household duties as required.
- Using discretion, prompt and support where a person we support is physically able to carry out tasks but due to cognitive, mental health or behavioural issues is unwilling or unable to carry out these tasks.
- Assist/enable and support people we support to comply with their prescribed medication and to maintain records as required.
- Build positive, professional relationships with people we support and other members of the support team.
- Enable people we support to maintain a healthy diet and shop appropriately for the specific needs of the people we support while also respecting their right of choice.
- Ensure that the handling of the people we support's finances and money is in accordance with HHC policies and procedures.
- Provide support to people we support 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
- Respect confidentiality at all times and clearly explain HHC Policies about confidentiality to people we support and other colleagues.
- Work at part of the wider team ensuring that you communicate regularly and as necessary with colleagues.
- Work with people we support to engage appropriately with their families, friends and other professionals and individuals interested in their welfare.

- Contribute to enhancing the leisure and social life of the people we support and contribute to case conferences and reviews where appropriate.
- Provide legible and accurate daily written reports on all people we support in accordance with Highland Home Carers' guidelines on privacy and confidentiality.
- Report immediately any change in pattern of behaviour or other significant health change or event to the Assistant Service Manager and/or relevant health professional.
- Ensure whilst on shift the people we support's home is kept clean and tidy and that household duties are kept up to date.
- Submit timesheets, expense claims and reports at times requested.
- Report any absence from work, planned or unplanned, as soon as possible the Assistant Manager.
- Be prepared to be flexible and provide cover for other Support Workers if they are absent from work.
- You may be required to undertake any other duties reasonable and appropriate to the level of the post as directed by the Assistant Manager, Service Manager, Practice Support Technician or any other member of HHC management.

Personal/Professional Responsibilities

- Become registered with the Scottish Social Services Council (SSSC) within the required timeframe and abide by the codes of practice set by the SSSC
- Undertake any job related training requested by HHC and attend supervision meetings as required.
- Wear uniform issued by HHC and wear other clothing appropriate to the job respecting at all times people we support's personal/religious preferences and beliefs.
- Use Personal Protective Equipment such as disposable gloves and aprons, maintaining and controlling personal stock of equipment and materials.
- Health & Safety is an integral part of any role within HHC. As such we would expect that you are aware of risks and work within our Health and Safety Policies.
- Make yourself familiar with Violent Incident and Accident reporting procedures and comply with them.
- Declare issues that might create conflicts of interest ensuring that they do not influence your judgment or practice.
- Adhere to HHC Policies and procedures about accepting gifts and money from people we support.
- Ensure that you never discriminate against people we support, colleagues or other health professionals.
- Respect and adopt HHC's Values in everything you do.

Our Values: ERRICC

Excellence:

- We improve our service delivery, and processes, through incremental improvements.
- We support each other to be the best we can be and deliver excellent quality care and support.

Responsibility:

- We take personal responsibility for ensuring that we contribute to the provision of excellent, safe, high quality care and support, respecting the rights, inherent dignity, and worth of all individuals.

Respect:

- We are committed to building relationships of respect with our colleagues, people we support, and other stakeholders.
- We uphold the right of every human being to be respected in ways which enable them to develop their full potential.

Integrity:

- We have strong moral principles, and we will conduct ourselves with honesty, fairness, and transparency.
- We will create and maintain the trust and confidence of people that we support, their families, and communities.

Compassion:

- We focus on our interactions with others, and we will respond with kindness, care, and support.

Collaboration:

- We involve and value others, and we optimise our shared experience and expertise.
- We cooperate with others, by sharing ideas and insights, to find ways of achieving positive change, individually and collectively.

HIGHLAND HOME CARERS**Person Specification: Support Worker****Essential:****Desirable:****Qualifications**

- Good basic education including numeracy & literacy.
- A willingness to become registered with the SSSC and to keep registration up to date.

- SVQ Level 2 in Social Care or willingness to work toward this.
- Experience of providing care or being involved in the Social Care sector.
- Experience of supporting people with complex needs.

Knowledge:

- Demonstrate an understanding of what the role job involves.

- A broad understanding and appreciation of the Health & Social Care Sector.

Skills and Abilities

- Commitment to learning and keeping skills updated.
- Excellent interpersonal skills; an effective and sensitive communicator.
- Ability to make decisions.
- The ability to communicate with the people we support, their families and a range of other health professionals.

- Understanding of the employee ownership model.

Equal Opportunities

- Commitment to incorporating Equal Opportunities and diversity principles in all aspects of work

Other Considerations

- Have a flexible approach to work and a willingness to embrace and commit to person centred support.