

CUMBRIA DEAF ASSOCIATION

Job Profile

Job Title: Care Packages Support Worker

Job Purpose: To provide one to one care and community support services for adults who are *Deaf

To work as part of a team to ensure that service users receive high quality, person-centred care where they are empowered to make choices how they live their lives

Responsible to: The Registered Manager

Principal Accountabilities/Role Description:

1. To work as agreed using service user's plans to provide care and support that matches the needs and aspirations of service users. To exercise judgement and applies a 'problem solving' attitude. To think creatively about supporting service users, encouraging them to make the best use of their abilities
2. To be familiar with and to contribute to the current risk assessment
3. To ensure that health and safety and safeguarding adults protection practices are adhered to at all times
4. To record day to day activities and observations to the appropriate record sheets/charts for each service user
5. Acting as part of a team, to ensure that services are provided with consistent, reliable and of high quality from the team in accordance to our Statement of Purpose and Service User's Guide
6. To contribute toward the review process and, when appropriate, modify the services we provide according to changing needs and aspirations of service users
7. To apply the principles of person-centred thinking and planning while working with service users
8. To maintain your own knowledge of policy and procedures within Cumbria Deaf Association and to adhere to them when dealing with incidents and issues
9. To be familiar and comply with the Care Quality Commission Standards and other relevant legislations and regulations
10. To work during the evenings and weekends and occasionally provide emergency cover as and when required
11. To attend training, supervision, appraisal and team meetings to ensure levels of competence and performance efficiency are maintained at a high standard
12. To cover other staff holidays and sick leave

NB: In this document, *Deaf is taken to mean people who are profoundly deaf, deafened, deafblind or hard of hearing.

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TEAM WORKING

- To uphold the principles and practice of Cumbria Deaf Association Code Of Professional Conduct
- To participate in and support the development of team members as directed by service management
- To attend meetings as directed by service management
- To support other team members in their daily working activities where appropriate and to follow instructions given by service management

EMPLOYEE DEVELOPMENT

- Participate in bi-monthly supportive supervision with your line manager
- Actively participate in an annual appraisal
- Attend training courses to enhance you skills and knowledge
- Participate in and support the development of team members, as directed by the Registered Manager (e.g., assist with training and induction of new team members)

RECORDING, REPORTING AND ADMINISTRATION

- To complete accurately and without subjective judgement, the Service Users support notes at the end of each shift
- To maintain complete and accurate records including Service Users personal files and financial records
- To support the Service User to document all appointments in their diaries where agreed and safe to do so and to inform the Manager as appropriate
- To follow Cumbria Deaf Association financial policies and procedures
- To read the communication book, support notes and diary at the beginning of each session
- To assist in the development and implementation of risk assessments
- To follow the read and sign process for Service Users files and policies and procedures of Cumbria Deaf Association
- Report to the Manager/Senior/Team Secretary any concerns, worries or deficits in service provision, short falls in staffing levels, breeches in discipline or conduct at work by any Cumbria Deaf Association employee
- To attend reviews when requested by the Service User
- To immediately report any alleged abuse through the Safeguarding vulnerable adults' procedure
- To work in partnership with the Service User, agencies, families and stakeholders
- To use the Out of Hours on-call support service and emergency services as appropriate
- To carry out other duties as required by the Manager or seniors managers at Cumbria Deaf Association

ROLE DESCRIPTION: WORKING ENVIRONMENT AND POTENTIAL RISKS

- Working to support an adult in a domestic environment / own home / and in the community
- The Service User may from time to time display challenging behaviour which may be physical and/or verbal and/or behavioural in nature. The role may require non-violent crisis intervention procedures from time to time
- Implications for COSHH: domestic chemicals and pharmaceuticals.
- Implications for health and safety: Food hygiene, fire safety, manual handling, accident prevention.
- The role requires shift work
- The role requires driving the Service User and staff using their personal vehicle
- The Support Workers will be required to attend meetings at Head Office from time to time
- The role may involve working with the service users within a family environment where the risks are not fully understood or controlled
- The role involves working alone with a service user and may include handling challenging situations when they arise
- The role may at times involve making decisions on the Service Users behalf within the Mental Capacity Act Code of Practice to protect and maintain their safety and the safety of others

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Care Package Support Worker

Essential Criteria:

To have some knowledge and experience in delivering person centred care, health and support services

To be able to work well in a variety of settings, including service users own homes, college, work settings, the office and out in the community

To be able to work well as part of a team whilst also being able to work on one's own initiative

Be able to work towards achieving identified targets, set out in the service users care plan

Be honest, non judgmental, caring and sensitive to the needs of service users

Be reliable, a good communicator and conscientious

Desirable:

Have experience working in the field of learning disabilities, mental health and sensory impairment

Be able to communicate in British Sign Language or use appropriate communication tactics with *Deaf people

To have NVQ2 in Social Care or equivalent

Have knowledge of the process of enablement and rehabilitation

Be a car driver with appropriate Business Insurance

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