

Care & Support Worker

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To work as part of a team providing personalised care and support to residents and people who use our services in line with established care and support plans.

As a care and support worker you will work with older people, frail elderly, people with a learning disability and autism, people with mental health issues and people with complex needs.

The care and support worker role provides services in supported housing schemes, extra care schemes and community based services.

You will need to work flexibly to cover evenings and weekends as required to meet the needs of the service. You must be physically able to undertake moving and handling, have the use of a vehicle with business use insurance and will be subject to an enhanced Disclosure & Barring Service check.

You will be required to undertake sleep-in duties [if applicable] and may be required to be on the On-call rota.

The location

You will work in schemes and services, located in Freshwater, Ryde, Newport and the Bay area.

What you'll be doing:

Residents' Care

- Provide care to residents and people who use our services, as identified in their person centred care plan. This may include some intimate personal care.
- Deliver care in a way which promotes independence, rights, choices and inclusion in the community.
- Summon professional assistance in the case of an emergency.
- Practice within the criteria set out in the Care Quality Commission standards ensuring residents have an up-to-date care plan and risk assessment which reflects their individual needs and wishes.
- Key-working (one-to-one) duties, as required.
- Maintain and develop professional relationships.
- Ensure residents are respected and treated with dignity.
- Provide assistance with the security of the resident's home, and provide support with maintaining a safe and secure environment.
- Support residents to maintain their tenancy.
- Follow health and safety policies and procedures at all times, including food hygiene, manual handling, medication administration and infection control.
- Monitor the health and wellbeing of residents and people who use our service.

Training/Good Practice

- Attend learning and development events.
- Keep up to date with current practice within the service area.

Safeguarding

- Follow all steps outlined in individual and environmental risk assessments, as appropriate.
- Follow the Local Authority Adult and children Safeguarding Procedure in conjunction with Southern Housing policies and procedures.

Scheme Administration

- Ensure residents records are maintained with accurate, up-to-date, necessary information
- Complete incident report forms as necessary.
- Maintain accurate and up-to-date personal records on each resident.
- Ensure medication is recorded accurately and errors are reported.

What you'll need:

Skills, knowledge, experience and abilities

Essential:

- No experience necessary – full training and guidance will be given.
- You will need to be able to listen and communicate effectively at all levels and have good written communication and numeracy skills.
- You will need to have empathy, compassion and patience.
- You will need to be able to adapt to working environments.

- You will need to have a keenness to make a positive contribution to improving the quality of life for people with care needs.
- You will need to have the ability to form positive relationships.
- You will need to have the ability to act calmly in emergencies and respond in a professional manner to stressful and challenging behaviour.
- You will need to be a well-motivated self-starter, with a flexible approach to work.
- You will need to be able to work as part of a team.
- You will need to have a commitment to promoting equal opportunities and anti-discriminatory practices.
- You will need to have basic IT Skills.
- You will need to be able to work within professional boundaries.

Desirable:

- Experience of working as part of a team, in an employed or on a voluntary basis, delivering care to people with individual needs.
- An understanding of the specific requirements of people with care needs.
- An understanding of the needs of people with learning disabilities.
- Health and safety awareness.
- Awareness of local services.
- An understanding of the requirements of the Care Quality Commission.

Qualifications/ professional development

Essential:

- You will need to have the willingness and ability to train towards an NVQ 2 in Care.
- You will need to have the willingness and ability to obtain underpinning knowledge required to perform the duties of the role.

Desirable:

- An NVQ Level 2 in Care, or working towards and NVQ Level 2 in Care.
- Basic first aid skills.
- Basic food hygiene.
- Moving and handling awareness.