

Job Description

Section/Service: Independent Living Service - Maidenhead	Department: Working Age Adults (Learning Disabilities)
Job Title: Support Worker	

Independent Living Services – Maidenhead Service

The purpose of this service is to provide person-centred support to those living in our Maidenhead Independent Living Homes, these are appropriate for the individual's needs, reflecting their uniqueness, supporting them to be fully involved in their community and to ensure that they are afforded the same rights as anyone else.

Primary Purpose of Role

To contribute to the overall running of the service, supporting the seniors and management to ensure CQC compliance.

To provide support that is safe, person centred and respects all human rights of the people living within the Independent Living Homes.

This role involves supporting the people living within the Independent Living Homes with all aspects of their daily routines to ensure that they are able to live the lives they want to.

You will collaborate with customers, families, carers and other professionals to provide a consistent and coordinated service which maximises outcomes for the people living at the Independent Living Homes.

You will have a responsibility to document all work undertaken and contribute to residents reviews.

Main Duties and Responsibilities

Supporting the residents with all aspects of their care needs

Providing support to access the community and activities

Develop a warm, trusting relationships with the people living at our independent living homes to encourage them to express their needs, views and concerns

Respects residents rights to privacy and ensure that their dignity is maintained at all times

Be flexible and responsive to residents needs following their support plans

Support residents to retain practical and social skills and their independence

Provide sensitive and dignified personal care in line with residents preferences

Assist with any domestics tasks

Promote a healthy lifestyle and give advice and support in respect of diet, exercise, stress reduction and weigh management.

Liaise with other healthcare professionals to support residents to maintain their physical and mental wellbeing

Inform line manager and involve professionals of concerns or changes in resident's needs and circumstances. Report any concerns regarding safeguarding with immediate effect to line manager/registered manager

Support residents in complying with administering prescribed medication in with company policies and procedures.

Ensure accurate records are maintained

Person Specification

D – Desirable, E- Essential

Qualifications/Education/Training/Knowledge:	D/E
QCF in relevant area (or equivalent) or willingness to work towards	E
Knowledge of working within a regulated framework CQC	D
Knowledge of PROACT SCiP/working within this framework	D
Experience	
Experience of working with people with learning disabilities	D
Experience of working in a residential setting	D
Skills and Abilities	
Ability to work with a team structure in a positive way	E
Ability to work in person centred ways	E
Ability to work independently	E
Understand the needs of people with learning disabilities with complex needs/behaviours that can challenge	E
Competent use of standard IT	D
Have a positive approach to change	E
Problem solving and negotiation skills	E
Able to use judgement and manage risk	E
Ability to always keep customers as the focus for the job purpose	E
Make non-routine and complex judgements and decisions	D
Personal Qualities	
Hard working, with commitment to supporting the people we care for	E
Honest and integrity	E
Excellent communication skills, both written and verbal	E
Good listener	E
Able to remain calm under pressure and support their team/residents through difficult situations	E
Able to manage anger, aggression and conflict	E

Excellent organisation skills and able to manage/prioritise workload effectively	E
Other	
Hold a full, clean driving license and be prepared to drive own vehicle and house vehicle (if applicable)	D
Drive manual vehicle	D
Work flexibility – including weekend/bank holiday and evening work	E
Willingness to support residents on holiday	D

Optalis Company Core Values;

Customer Service

We listen to our customers and offer genuine choice tailored to their individual needs.

Our customers are at the heart of everything we do.

Respect

We respect equality, diversity, and the beliefs and dignity of all our customers and staff.

Transparency and Integrity

We will inspire confidence and trust by operating an open, accountable and transparent culture across all levels of the company.

Communication

We ensure two-way communication with our customers and staff; providing clear, accurate information.

Continuous Development

We embrace and drive forward positive change within the organisation.

Enjoyable and Rewarding

We place emphasis on staff satisfaction and will create an environment which offers opportunity for personal and professional growth.