

Job Description

Section/Service: Regulated and Non-Regulated Services	Department: Provider Services
Job Title: Support Worker	

Primary Purpose of Role

As a Support Worker, you will be expected to undertake a range of activities to support our customers in their everyday life. You will work alongside a team to provide high quality care and support to a range of customers within our Provider Services. In this role you will ensure our customers are able to live their lives in ways that makes sense to them. You will contribute to the overall running of our essential services and will be expected to work across various locations.

Main Duties and Responsibilities

As a support worker, you will be expected to:

- Undertake hands-on person-centred care
- Provide customers with care and support, in accordance to their individual care plan. This could include: personal care, nutrition needs and domestic tasks
- Promoting choice and ensuring all delivery of care is customer focused and is delivered in-line with our values
- Assist the team to ensure the smooth running of the service
- Offer flexibility in working arrangements, including weekend and evenings
- Understand the needs of the customers
- Develop daily living skills- ensuring customers develop independence
- Supporting customers to remain healthy and safe, supporting them within a positive risk environment
- Contribute to the development on the team and work together to ensure goals are achieved
- Participate in care planning and assessment meeting, physical, intellectual, social and emotional care needs of each customers
- Carry out domestic duties as required meeting daily needs
- Maintain written records and reports, with accuracy and detail
- Be responsible for health and safety, ensuring that all faults and hazards are reported

This is not an exhausted list and may be subject to review and amendment. This role will also undertake any such other duties as reasonably requested by the line manager and other management colleagues.

Person Specification

D – Desirable, E- Essential

Qualifications/Education/Training:	D/E
Knowledge of customer group issues, including health and behaviour	D
Health and Safety Awareness	E
Experience	
Experience within a health and social care environment	D
Skills and Abilities	
Basic numeracy and literacy skills	E
Clear and precise communication skills	E
Ability to report accurately, verbally and in writing	E
Flexibility e.g. the ability to adapt quickly to the needs of different customers	E
Ability to respond to different situations quickly (e.g. to remain calm in a crisis; to support people with a wide range of different needs)	E
Personal Qualities	
Team player	E
Caring	E
Professional	E
Good listener	E
High sense of responsibility	E
Positive attitude	E
Non-judgemental approach towards customers and colleagues	E
Supportive and responsive towards customers and colleagues	E
Other	
Need to be able to handle hazardous conditions; Bodily fluids, excrement, vomit	E
Full UK Drivers licence; with the ability to travel or by alternative means	E

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.