

JOB SPECIFICATION



POST TITLE: Support Worker

RESPONSIBLE TO: Nurse-in-charge

REPORTING TO: Head of Care

JOB PURPOSE: To support other members of staff in the provision of care; ensuring clients retain as much of their dignity and individuality as possible as well as being involved in the general activities of the Hospital / Unit.

MAIN RESPONSIBILITIES:

1. Promote and ensure the good reputation of the Hospital. To maintain and demonstrate positive attitudes towards clients, their families, staff, visitors and others.
2. Support Clients who need assistance with independent living skills/ personal hygiene encouraging independence.
3. To demonstrate non-discriminatory practice in all aspects of work.
4. Assist Clients who have limited mobility or physical / learning difficulties, making the best use of aids provided.
5. Carry out any levels of observation as directed by Nurse-in-charge.
6. Under the supervision and guidance of trained Staff, care and report on the wellbeing of Clients.
7. Read care planning needs for Clients and complete written daily records as instructed by trained Staff.
8. To support the development of the process, practices and delivery of My Path and Recovery.
9. Assist in framework of social activities by interacting with Clients and helping them continue with hobbies and activities in the Hospital.
10. Answer Nurse Call System, giving assistance as required, as well as answering the door and telephone appropriately.
11. Carry out regular checks on Clients at intervals determined by trained Staff.
12. Closely monitor Clients who may be confused and / or have behavioural problems due to learning difficulties/ mental health needs.

13. Make Visitors welcome and give them refreshments and any assistance they may require.
14. Support/encourage clients to change beds, ensuring that rooms are clean, tidy.
15. Clean and maintain equipment used by Clients / Relatives; i.e. wheelchairs, hearing aids, spectacles, etc.
16. If applicable, check Clients' clothing and rooms as named support worker and ensure that all clothing is clearly marked.
17. Where relevant, you may be required to escort Clients during transport to and from their Hospitals as well as on social outings.
18. Serve meals, drinks and wash up as requested / required.
19. When not attending to Clients use the time available to undertake domestic duties as requested / required.
20. Report immediately to the Head of Care or the Hospital Manager any illness of an infectious nature or accident incurred by a client, colleague, self or a n other.
21. Notify the Head of Care or the Hospital Manager as soon as possible of the inability to work, and also on return to work, from all periods of absence.
22. Maintain complete confidentiality of all matters concerning the Hospital, Clients, Staff and related work.
23. To assist in ensuring quality targets are met in accordance with agreed standards.
24. Participate in Staff and Client meetings and attend training all mandatory and necessary sessions as required.
25. To participate in agreed systems of appraisal and individual performance review with the role of employee.
26. Understand and ensure the implementation of the Hospital's Health and Safety Policy, Emergency and Fire Procedures.
27. Report any faulty appliances, damaged furniture or equipment and any potential hazard to the Hospital Manager.
28. Ensure the security of the Hospital is maintained at all times
29. Adhere to all Group policies and procedures within the defined time scales, NCSC standards and guidelines, Department of Health guidelines and legislation, including the Mental Health Act and Code of Practice.

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30. Undertake other duties, as required, by a team leader, Head of Care or Hospital Manager.

SKILLS, KNOWLEDGE & QUALIFICATIONS

Required:

- Genuine interest in working within a caring environment
- Good communication skills
- Team player

Desired:

- Relevant Vocational Qualification
- Previous experience in the Care/Mental Health Sector

This Job Description indicates the main duties and responsibilities of the post and it is not intended as an exhaustive list.

JobholderSigned Date:

ManagerSigned Date:

