

THE DEAF HEALTH CHARITY SIGNHEALTH

JOB DESCRIPTION

Job Title: Specialist Support Worker

Location: Leeds

Salary: **£26,000 per annum.** (Night working includes additional pay with an ability to earn up to £29,210 per annum full time)

Pay rates: **£12.50** per hour - day rate
£14.00 per hour - night shift

Hours: **Full Time (40 hours per week), Part Time, Waking Nights and Bank contract available** (to meet the needs of the service working patterns will include evenings, weekends, and night shifts)

MAIN PURPOSE OF THE JOB

To provide high quality care and support to service users, in a person centred way that enables service users to live the lives they choose as far as they are able.

To work with the Registered Manager and Team Leader to ensure the service complies with health and social care services regulations (Care Quality Commission) and that you carry out your duties as a Specialist Support Worker in accordance with the organisation policies and procedures.

DUTIES AND KEY RESPONSIBILITIES

- To provide support to the Registered Manager and management team, assisting with the effective day to day running of the service
- To ensure high quality support is given at all times to clients, promoting their rights, independence and individuality and to report any problems to management
- Support residents to live meaningful and valued lifestyle, co-ordinating and facilitating resident engagement in activities
- To communicate and liaise effectively with social workers and other professionals to ensure continuity of support is being provided whilst maintaining SignHealth's confidentiality policy
- To work with managers and statutory authorities to fully assess new referrals and to produce detailed support plans and review reports.
- To report incidents or complaints immediately by following the appropriate policies.

- To inform the Registered Manager and other appropriate professionals involved in the clients care should any problems arise.
- To ensure that all relevant information is kept up to date both in paper form and on the computer.
- Flexibility will be required in line with the needs of the individuals.
- To be aware of SignHealth's philosophy, aims and working methods and to be able to communicate this information to others.

SUPPORTING CLIENTS

- To support clients in independent living skills, emotional support, monitoring of their medication and where appropriate maintain safety, privacy and dignity.
- Assist clients to maintain their self care, personal safety and physical healthcare needs
- Assist clients with habitation therapies, including activities of daily living, household task, employment, education , sport, social and leisure activities
- To support client to develop themselves and their relationships, assisting them to keep in contact with other people so that they do not become isolated, including developing community based networks
- Enabling clients to access information and services in the community
- To ensure support plans are established to achieve set goals for the client's personal development and to monitor and evaluate the outcomes to ensure a high quality service is being provided.
- To produce a six-month report on the client's progress and present it at a six monthly review meeting.
- To support clients by assessing their complex behaviour and mental state to ascertain whether there is a need for restraint & apply as a last resort.
- To ensure that all team members understand fully the client's support plans and risk assessments.

GENERAL RESPONSIBILITIES

- Maintain the strictest standards of confidentiality in accordance with the standards of the Brudenell Road and the policies of the service and within the requirements of effective risk management.
- To arrange adequate assistance from competent staff to explore interventions, practices and alternatives to minimise the use of restraint where possible.
- To manage own caseload and to comply with SignHealth policies, procedures and guideline in relation to use of restraint within the premises.

- To maintain the highest standards of record keeping, report writing in accordance with SignHealth policies and procedures.
- To work within defined areas, travelling as required to provide a locally accessible service, necessitating the means to transport yourself to other locations.
- To be conscious of equality and diversity and to treat all clients with respect and dignity.
- To ensure that all client details are reviewed regularly.
- To ensure efficient operation of office, including to liaise with managers and arrange to book interpreters if required.
- To effectively communicate information to the Managers and team members by making sure accurate information and all appointments are logged electronically, the communication book and information is recorded in client's files.
- To have responsibility for the health and safety and welfare of others and to comply with the health and safety policy and procedures of the organisation.
- Comply with safety instructions, using in a proper and safe manner, the equipment and facilities provided.
- Report to the management team any faulty appliances, damaged furniture, equipment and defects or any accidents and untoward occurrences ensuring the appropriate procedures are followed.
- Assist in the implementation of arrangements and in maintaining a standard of safety in accordance with the Health and Safety at Work Act.
- To carry out any other duties which may be reasonably required.

SUPERVISION, TRAINING AND DEVELOPMENT

- Maintain competence in the appropriate and effective use of de-escalation skills including restraint through continuous training.
- To maintain the highest professional standards of practice by undertaking regular professional supervision and training

This role description is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement to the changes.

PERSON SPECIFICATION

Training and Qualification	
NVQ Level 2 in Health and Social Care or equivalent	Desirable
Experience	
Experience of working with people with varying degrees of deafness, including culturally deaf	Essential
Experience of working in supported living services and/or residential care services	Essential
Experience of working with people with Learning Disabilities and/or Mental Health where diagnosis is complex and may present behaviour that can challenge	Essential
Experience of support clients in all areas, including medication	Essential
Able to understand and create support plans	Essential
Skills	
Ability to work effectively as part of a team	Essential
Strong interpersonal and relationship building skills	Essential
Understands the importance of confidentiality	Essential
Application of policies and procedures	Essential
Ability to communicate in British Sign Language or willingness to learn	Desirable
Knowledge	
Understanding of quality assurance and CQC compliance	Essential
Understanding of CQC, person centred and outcome focused practice; safeguarding and risk management.	Essential
Knowledge and understanding of BSL and Deaf culture	Desirable
Ability	
Being resilient and able to work unsupervised under pressure	Essential
Communication and written skills	Essential
Work in a flexible manner – out of hours, travel and overnight stay to services across the country as required.	Desirable
Written English and the ability to communicate at all levels	Essential
A commitment to promoting and protecting equality of opportunity and celebrating diversity	Essential

The post-holder will be expected to be flexible and adaptable to meet service needs, including being part of the on-call rota working outside normal office hours as required.