

Support Worker – Grade 5

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

We offer a range of services to older people including to people with dementia and those who are nearing the end of their life, people with a physical or sensory disability and people with learning disabilities. These services are provided 7 days a week, 24 hours a day, to meet our service user's assessed needs. Support can be provided at home, in the community or in Council run establishments. This can include emergency response, respite and long term care or support to carers.

This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

The Job

Working as part of a team and often alongside colleagues in health, for example, nurses and occupational therapists, you will provide front line support to people who use our services.

It is important that we invest in our workforce so you will receive a thorough induction into the service and undertake a range of training to ensure that you are fully equipped to carry out your role effectively. We are committed to the development of employees and you will receive regular support and supervision from your line manager. You will also be part of a team who meet regularly.

You will be working with service users who may have restricted mobility and/or challenging behaviour. These service users may require support/lifting for personal care tasks e.g. getting out of bed, dressing, toileting and bathing.

As part of your role you will be required to undertake mandatory training which includes; Movement and Handling and/or Positive Behaviour Support training to help you support our service users and assess and reduce risks to yourself, colleagues and service users. New staff will also be required to complete the Care Certificate, if appropriate.

Some of our work is regulated by the Care Quality Commission (CQC) to ensure that our services meet the National Minimum Standards which govern how our services are provided. We strive to exceed these standards and wherever you work in the service you will have an important role in contributing to them.

Job Checklist

- Delivers a service that is person centred and builds on people's strengths, focusing on what they can do, not what they can't do.
- Delivers a service that meets the aspirations and needs of service users and carers.
- Provides support to enable and help maintain the independence of vulnerable adults by giving them greater choice and control over the way in which their physical and emotional wellbeing needs are met.
- Supports the delivery of high quality services to vulnerable adults which exceed minimum CQC requirements.
- Documents are completed to the required standard which evidence good practice e.g. support plans.
- Develops and maintains effective working relationships with team members, service users, carers, other professionals and partner agencies ensuring relevant information is communicated effectively.
- Supports the design and delivery of Support Packages to meet individual needs and aspirations, develop skills and promote choice and community presence.
- Respects service user's cultural beliefs, lifestyle, privacy and confidentiality.

Please read our [safeguarding policy](#).

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Working in Adult Social Care is challenging but rewarding and you will be able to really make a difference to someone's quality of life. To provide excellent care you should be compassionate, understanding, reliable and trustworthy.

You will need to work well as part of a team and be able to provide a high quality professional service.

You will need to be able to communicate with a range of colleagues and service users clearly and effectively, ensuring that important information is relayed on time. Most of all, you need to be able to make service users feel comfortable and safe in your care, treating them with dignity and respect at all times.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Person Checklist

- An understanding of Adult Social Care.
- Hold the Care Certificate (or equivalent) or be prepared to complete this within 12 weeks of appointment.
- A standard of literacy and numeracy to be able to complete and understand documents, forms, support plans etc.
- Ability to demonstrate a commitment to personal and professional training and development to carry out the job effectively and efficiently by completing training requirements in the required timescales.
- An understanding of good infection prevention practice (including cleanliness) to ensure that people who use health and social care services receive safe and effective care.
- A basic awareness of health and safety issues.
- A basic awareness of food hygiene.
- Willingness to travel within the designated area (either on foot or using public transport). Possession of a driving licence and car available for work may be desirable for some areas.
- You will need to be flexible in your approach to work and work patterns.
- You will be working with service users who may have restricted mobility and/or challenging behaviour. Following an offer of appointment you will be required to undertake a standard medical screening and any other medical screening as determined by the Occupational Health Unit appropriate to occupational risk.
- Expects that an Enhanced DBS check will be required. Read our [Policy Statement on the Recruitment of ex-offenders](#).

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be shortlisted for this job please fill in the Application Form.