

# Kirklees Council

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**DIRECTORATE : ADULTS AND HEALTH**  
**SERVICE AREA : ADULT SOCIAL CARE OPERATION**

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**JOB TITLE : SUPPORT WORKER**  
**GRADE : 5**

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## ABOUT THE SERVICE

Across Kirklees we are changing the way we design and deliver our services to vulnerable adults, to enable them to live their lives as they wish, confident that services are of high quality, are safe and promote their individual needs for independence, well-being and dignity.

Our priorities are currently determined by the Government's Care Act 2014 and requirements set out in the Care Quality Commission's requirements relating to Key Lines of Enquiry. This sets out our objectives of delivering choice, control and independence for people who use our services alongside promoting a person-centred culture of respect.

Our main role is to identify the care needs of adults living in Kirklees and to provide cost effective, quality services which safeguard and promote the wellbeing of those people in greatest need. We aim to arrange services which help people to live independently in their local communities or with families, friends and relatives for as long as they want, or are able. We offer a range of services to older people, 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. We also offer support to people who have dementia or who are nearing the end of their life.

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. You will need to be flexible in your approach to work and work patterns.

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. At all times you will be expected to work within the standards and within professional codes of conduct. Where there are changes that affect how you need to carry out your role you will be supported to be able to do so.

All employees receive a thorough induction into the service and undertake a range of training to ensure that they are fully equipped to carry out their role effectively. Well-being and

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# Kirklees Council

Integration is 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 Management of Aggression and Violence training to help you support our service users and assess and reduce risks to yourself, colleagues and service users. New starts will also be required to complete the Care Certificate.

## HOME SUPPORT

Our Home Support Service delivers high quality services to vulnerable adults to help them remain living in their own homes, as independently as possible. Services are available 24/7 to provide assistance and support to people who are unable to fully look after themselves and who, without such help, might need residential, nursing, hospice or hospital care.

Support Workers enable people to maximise their choice and independence. They assist and support people to make their own decisions and control their own lives while enabling them to improve or maintain a level of independence that is important to them. Support Workers can assist and support people on short or long term basis, with their basic health care needs, personal care as well as assisting with tasks such as shopping and payment of bills. Support Workers work to specific and agreed plans, they are fully trained and work closely with health and social care colleagues to ensure the services they provide are responsive and flexible to the needs of individuals.

## RESIDENTIAL CARE

For some people it can become difficult to continue living at home, so we provide a range of specialist residential facilities offering specialist, respite and palliative care.

We are committed to providing excellent quality services for people that maximise their independence and offers choice in a supportive purpose built environment.

Employees are fully trained and ensure our service users retain their individuality and personal dignity. With your assistance, support plans are formulated and regularly reviewed to ensure people's individual requirements are met, as well as the service delivering high quality personal care. You will be required to complete person-centred daily records that describe the service user's day, this will include the personal care given, activities and emotional support provided.

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## DAY OPPORTUNITIES

New Day Opportunities are being developed in Kirklees to provide a flexible response to individuals needs.

These services will promote independence, offering support as identified by individual support plans. This may be provided within an individual's home, at a Day Opportunities facility, and/or as support to access social, recreational, educational and in some cases employment opportunities within local communities.

The Support Worker will provide a range of opportunities designed to promote ordinary living. You will support people to access a range of activities which are appropriate for them and that also meet their individual skills and talents or develop new interests.

## FOR ALL JOBS

You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please click [here](#) to read our safeguarding policy. Alternatively go to: <http://www.kirklees.gov.uk/beta/working-for-kirklees/about-kirklees.aspx>

## OUTCOMES

- A service is delivered that is individualised and meets the aspirations and needs of the people who use the service.
- Services are provided 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.
- High quality services which exceed minimum CQC requirements are provided to vulnerable adults.
- Good practice is evidenced through the completion of the required documentation, e.g. support plans.
- Effective working relationships are developed and maintained with team members, service users, carers, other professionals and partner agencies ensuring relevant information is communicated effectively.
- Support packages are designed and delivered in ways that meet individual needs and aspirations, develop skills and promote choice and community presence.
- Service user's cultural beliefs, lifestyle, privacy and confidentiality are respected.

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# Kirklees Council

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**RESPONSIBLE TO:**      **DESIGNATED MANAGER**

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**RESPONSIBLE FOR:**      **N/A**

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## PERSON CHECKLIST

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. These will be tested as part of the selection process.

- 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. To find out more about Council Behaviours and Expectations please click [here](#).

**For Recruitment Purposes: In order to be shortlisted you will need to demonstrate the following skills, abilities and experience on your application:**

High level of understanding of Adult Social Care.
Hold the Care Certificate (or equivalent) or be prepared to complete this within 12 weeks of appointment.
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.
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 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.
Willingness to undertake an enhanced Disclosure and Barring Service check. <b>Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.</b>

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Prepared By/Amended By	EMTM/MM/CT
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