

Human Resource Quality Manual 3	Issue Date: 17 th November 2011
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JOB DESCRIPTION

Title of Post: Bank Support Worker – Living Options	Location: West Belfast Living Options	Accountable to: Registered Manager through Team Leaders
Salary/Hourly Rate: £8.81 per hour	Hours of Work: As and when required	
Closing Date: 30 th September 2019 at 10:00	Length of Contract: Permanent	
Purpose of the Job: The Bank support worker is part of the team whose function is to meet the practical, physical and emotional needs of individuals in receipt of services within the Cedar Foundation Supported Living Schemes. Through a key worker system, the bank support worker will also have involvement in service user participation of individual programmes of support and help deliver the accommodation support and care packages.		

The service users living within the schemes have physical and sensory disabilities and /or brain injury with associated needs and /or learning disability. The support team is expected to deliver the organisation’s mission of providing quality support, care and accommodation to our service users by upholding the organisation’s values of commitment, excellence, diversity, accountability and respect.

Key Duties & Responsibilities:

Service Users

The Bank Support Worker will:

1. ensure that all work within the scheme is service user focused and upholds the principles of respect, privacy, dignity, fulfilment, independence and choice.
2. orientate new service users to the supported living scheme and the local community, including introduction to neighbours as appropriate.
3. deliver individual programmes of support, for example, social and domestic guidance, personal hygiene and community living skills designed to enhance and maximise the capabilities and independence of the service users.
4. assist senior staff with assessment of service users’ needs.
5. participate in monitoring and reviewing individual service user’s skills and needs.
6. as part of the team, establish goals with the service users on an individual basis to ensure the effective utilisation of the service user’s resources.
7. participate in supporting the physical and personal needs of service users.
8. when applicable, ensure that medication is held, stored and administered in accordance with The Cedar Foundation’s Medication Policy.
9. The Bank support worker will ensure service users’ opinions and suggestions are listened to and their personal problems dealt with in a sensitive manner.

Administration
The Bank Support Worker will

1. ensure daily records of work carried out are maintained within Service User files and maintain all other records as required.
2. report any changes in, or concerns about, individual service users to their line manager.
3. take responsibility for receiving and receipting all service user monies and monitoring petty cash expenditure as applicable.
4. have an awareness of all Cedar Foundation's Policies and Procedures and will work within these.

Accommodation / Health and Safety
The Bank Support Worker will

1. be aware of and act in accordance with The Cedar Foundation's Health and Safety Policy.
2. conduct all activities in a manner which is safe to themselves and others.
3. report the need for repairs or maintenance in the accommodation to the appropriate agency/individual.
4. participate in cleaning as required to ensure agreed standards are maintained.
5. complete night security checks in conjunction with service users and during the span of their working hours.

General
The Bank Support Worker will

1. Carry out other duties commensurate with the post.
2. Participate in mandatory training and personal development
3. Be NISCC registered or be willing to apply
4. The ability to communicate clearly and sensitively with vulnerable service users and their families.
5. A knowledge of the emotional and practical difficulties a service user may face.
6. Good listening skills.
7. An empathetic approach to service users.
8. Ability to work as part of a team.
9. Committed to ensuring the provision of high quality person centred services.
10. Awareness of importance of promoting social inclusion for service users
11. Understand the relevance of empowering people and promoting independence

Night Work

The Bank Support Worker will

Support staff working on 'night shifts' will be required to participate in:

1. Night security checks
2. Some light cleaning duties
3. Maintenance of records
4. Care calls as identified

Benefits

- Annual leave based on 20 days statutory entitlement, plus 8 bank holidays – based on accrual, paid in arrears per quarter
- Statutory sick Pay, if applicable.
- Cedar enhanced Auto enrolment into pension scheme, if applicable (employee 5% & employer 4%).
- Investor in People Champion with commitment to development of the staff team through training and learning opportunities.

This Job Description is a general outline of the post as it is currently perceived by Cedar Foundation. It is not intended to be restrictive or definitive.

THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER

Person Specification

CRITERIA – all applicants **MUST** be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet the required criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Criteria	Essential	Desirable	Evidenced By:
Education/Training/Qualifications	<ul style="list-style-type: none"> Numeracy & literacy (English language) skills. 	<ul style="list-style-type: none"> NVQ level II in Health & Social Care or equivalent Math and English GCSE's at Grade C or above (or equivalent). 	Application form and Interview
Experience	<ul style="list-style-type: none"> Demonstrable evidence of 6 months experience of providing physical care / support for individuals. 	<ul style="list-style-type: none"> Experience of working as part of a team. Experience of person centred support planning. Knowledge of 'Supporting People' and RQIA (Regulation & Quality Improvement Authority) 	Application form and Interview
Specialist Knowledge & Skills	<ul style="list-style-type: none"> 	Knowledge of learning /physical disabilities and associated mental health issues.	Interview
Circumstances	<ul style="list-style-type: none"> Available to work evenings and weekends as required 		Application from
Other Requirements before commencing employment			
<ul style="list-style-type: none"> Applicants must hold a Valid work permit Successful applicants will be required to go through an enhanced Access NI check Two satisfactory references will be required prior to commencement of employment Able to fulfil the Occupational Health requirements for the post 			