# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Support Worker

# Department: Adult Social Care and Health

# Grade: [Single Status 5](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to:

# Purpose of the Role:

# Rehab Support Worker Milton Grange Intermediate Care Beds

Milton Grange is a 37 bedded, short term, intermediate care service which provides rehabilitation, personal care, and support to older people with physical and mental health needs. The team work closely with East Sussex Hospitals Trust (ESHT) to support hospital discharges and prevent admissions to hospital. ESHT provide the nurses and physiotherapists who work at Milton Grange. The aim of the service is to enable people to maximise their independence and return home.

There is a multidisciplinary team comprising Rehab Support Workers, Occupational Therapists, Physiotherapists, Therapy Assistants, Social Worker, Nurses, and Housekeepers. The team is supported by an external GP practice who visit daily and by ESHT Pharmacy. Having a multidisciplinary approach ensures that all aspects of a person’s daily living activities are considered. Milton Grange is committed to the provision of person-centred care with each client having their own individual care and support plan.

As a Rehab Support Worker, working within the multidisciplinary team, you will be assisting people with personal care and activities of daily living to enable people to regain their independence and return home. It is a very rewarding role which offers the opportunity to work with a wide range of clients with varying levels of need. Milton Grange is a welcoming environment and promotes an opportunity for each individual staff member to learn and develop within their role.

**Day Service Support Worker**

Older People’s Day Services provide care and support as well as activities to people with a range of physical and mental health needs attending the day service. The aim of the service is to provide support to carers, prevent social isolation for people who live alone and to enable people to continue to live in their own homes for as long as possible.

As a Support Worker within the day service team, you will lead a variety of group activities including chair-based exercise, arts and crafts, quizzes, reminiscence activities etc. You will be providing personal care and practical support with activities of daily living in accordance with a person’s individual support plan. It is a very rewarding role which offers the opportunity to work with a wide range of clients with varying levels of need. We offer a welcoming environment which promotes an opportunity for each staff member to learn and develop within their role.

**LD Day Services**

Learning disability (LD) day services provides day support services to adults with a diagnosed learning disability from the age of 19+. The clients who attend LD day services receive support throughout the day to participate in timetabled activities which promote friendships, teach independence skills, involve clients in their local community, support with recreational activities, provide meaningful occupation throughout the day that meets their needs whilst providing respite to their carers. Many clients live at home with unpaid carers or are supported to live as independently as possible. Support Workers facilitate activities for clients.

Each LD day service has a team of Support Workers, transport staff and line managers who provide a service to clients from 8.30am to 7pm, week days, on a rota basis. Sessions run from 9am to 12pm, 1pm to 3.30pm and 4pm to 6.30pm, for four or five days a week. Some of our day services are closed 1 day a week, with one day service operating over 5 days a week. There are a range of activity sessions throughout this period of time. Clients can choose which sessions they attend based on their allocation.  Some sessions are based within the day service utilising our modern and adapted buildings and others start and end in a community location, for example a local library or pub or spots venue. The team support clients to achieve their individual goals, as part of the 5 ways to wellbeing.

Some clients receive minibus transport, which is provided by the day service team, to sessions within the day service building. Transport provision is dependent on eligibility. Support Workers can form part of the transport team once trained.

Support Workers are responsible for meeting the care and support needs of the clients attending the service. The team support clients with their health and personal care needs as required. Support Workers facilitate and deliver sessions to clients bringing their own ideas and interests to enhance the sessions on offer. Support Workers also act as a key worker to a small group of clients. As a key worker you get to know the clients within your key worker group very well and liaise with carers and advocate for key clients as needed.

As a Support Worker, although there is structure to the day and it is planned for the clients due to attend on the day, no two days are the same. This role includes supporting some clients who may have behaviours that can be challenging, however there is extensive training and support for all parts of the role.

**LD Day Services - Community Outreach**

The Community Outreach Support Workers work from our Day Services and have two main elements to their work; supporting people who live independently in their own home and supporting individuals and groups of adults to access the community.

When supporting people who live independently you might be helping a person menu plan or cook a meal, organise their bills or provide emotional support.

The Community Outreach Support Workers mainly lone work within the community and need to be able to drive and have a vehicle available for work.

When supporting the day service provide activities in the community you could be supporting a group of people to participate in health and wellbeing activities in local community venues and places.

**East Sussex Community Support Service (ESCSS) Supported Living**

East Sussex Community Support Service (ESCSS) provides services to adults with a diagnosed learning disability from the age of 19+, to people living in Supported Living. ESCSS is a county wide 24/7 service. TheSupport Worker’s provide whole life support. For example, this could be supporting an individual with personal care, administering medication or attending a medical appointment, helping them budget plan and food shop or support an individual to learn to undertake their own domestic tasks or attend a recreational activity or interest or being in their home with them so they are safe.

Support Workers work on a rota basis within our supported living schemes, to help people with specific tasks or outcomes. As a Support Worker you will be involved in supporting individuals, predominantly on a one-to-one basis to live their whole life and be as independent as possible and achieve their life goals. The role is varied, interesting and individual, depending on the client with a range of working hours on a rota basis covering a 24/7 period.

Support Workers are responsible for meeting the care and support needs of the people who are receiving support from the service, acting as a key worker to a small group of clients. As a key worker you get to know the clients within your key worker group very well and liaise with health professionals, social workers, carers, family members etc and advocate for key clients as needed.

**Joint Community Rehabilitation**

Joint Community Rehabilitation (JCR) provides up to 6 weeks of support to adults living in the community in their own homes. JCR is a countywide service providing support 365 days a year between 7am & 10pm. The JCR Support Workers provide reablement to adults after a period of illness or injury. The ethos of reablement is to support the adults receiving a service to become as independent as possible: this is achieved through working to incremental goals, using motivational techniques and supporting the adult with aspects of a task whilst they regain their strength, stamina and skills. The majority of clients supported by JCR achieve their goals and return to independent living.

JCR Support Workers work on a rota basis within the community: this requires travel by car to the clients’ homes across a geographical area. Because of the short-term nature of the JCR service the clients a Support Worker will support will vary from day to day,  allowing the opportunity to work with clients of differing ages, with different support needs, health conditions and preferences.

JCR Support Workers are responsible for meeting the care and support needs of the clients who are receiving support from the service. JCR Support Workers will support clients to manage their medication, participate in prescribed exercise programme and achieve their daily living tasks. JCR Support Workers are supported by Lead Support Workers, Team Leaders and a Duty team to deliver support to clients.

**Respite**

East Sussex County Council have two Respite provisions that support adults with diagnosed Learning Disabilities. Both are regulated by CQC. Grangemead is a 12 bedded respite unit with 8 emergency beds and 4 planned respite beds. Greenwood is a 14 bedded respite unit and provides planned respite. Clients who attend LD respite services may have a range of needs including complex health needs and physical or behavioural needs. Clients may require personal care and use specialist equipment. Clients who come into a service in an emergency may be distressed due to the sudden change in their lives.

Respite services seek to ensure that clients are able to maintain their independence and gain skills during their stays and clients may choose to attend the day activity programs available, Branching Out in Grangemead and Green Days in Greenwood.

Both Grangemead and Greenwood have a team of support workers, seniors and team leaders managed by the Registered Manager of each service. The services provide 24hour support 7 days a week. Grangemead and Greenwood both operate early, late and night shifts with weekend working.

Support Workers are responsible for meeting the care and support needs of the clients attending the service. The team support clients with their health and personal care needs as required. Support Workers also act as a key worker to a small group of clients. As a key worker you get to know the clients within your key worker group very well, liaising with carers and advocating as needed. This role includes supporting some clients who may have behaviours that can be challenging and /or complex health needs, however there is extensive training and support for all parts of the role.

# Key tasks:

1. Provide practical and emotional support to enable people to live their best life.
2. Be caring, compassionate and kind, and demonstrate the teams’ values.
3. Use a range of communication skills to support people to understand and communicate their needs and wishes.
4. Supporting people with their health and wellbeing needs which may include medication administration, personal care, and other health related tasks.
5. Understand, follow and update support related documentation to meet people’s needs.
6. Ensure day to day information is clearly and accurately recorded and monitored, and any concerns highlighted and reported in a timely and appropriate way.
7. Work in partnership with people in a wide range of roles as well as families and carers.

**Addendums (delete as appropriate)**

1. Assess individual support needs and develop plans and assess risks.
2. Coordinate reviews with key agencies.
3. Plan, develop and run sessions for a group of individuals

Recognising that ESCC is a large organisation with a number of over-arching priorities extending to all areas of our work, you should be aware of these Council priorities and proactively seek appropriate opportunities in your work/service area to contribute, in consultation with your line manager; in particular, but not limited to:

* Net zero emissions targets – reduce your work’s environmental impact.
* Equality, Diversity and Inclusion – contributing to an inclusive and supportive working environment.
* Making the best of our resources - ensuring awareness of the impact of what you do to maximise the use of public monies.

# PERSON SPECIFICATION

# Essential education and qualifications

1. Level 1 in Maths and English or ability to pass assessment as part of the selection process

# Essential key skills, abilities, knowledge, experience, values and behaviours

1. Ability to provide support respectively and sensitively.
2. Ability to have patience and understanding when providing support.
3. Ability and willingness to support with medication administration, personal care, and other health related tasks.
4. Ability to understand health conditions and how it can impact a client’s presentation.
5. Ability to converse at ease with clients and their advocates.
6. Ability to work effectively, both within the team and independently and able to judge when to act on your own initiative and when to seek guidance.
7. Ability to covey information clearly.
8. Ability to read and follow support related documentation.
9. Ability to record information accurately
10. Ability to meet the travel requirements of the post.
11. Ability to meet the physical requirements to complete the role for example administer CPR and manual handling.

# Desirable key skills, abilities, knowledge, experience, values and behaviours

1. Ability to use a variety of technology as part of your day-to-day role, or the willingness to learn.
2. Care Certificate and level 2 in Care
3. Knowledge of people’s rights to accessing support.
4. Knowledge of the Care Quality Commission (CQC).
5. Knowledge of safeguarding and awareness of the principles.
6. Experience in providing care.
7. Experience and understanding of different health conditions.
8. Experience in using own initiative.

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | Yes |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | Yes |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | Yes |
| Exposure to blood /body fluids | Yes |