

Job title: Care Support Worker

Line manager: Team Manager

Grade: C11



Role purpose:

As a care support worker, you will assist people to live their best life! You will help people to identify what matters most to them and how best they can achieve their wishes. You will be creative in communication finding ways to help people find their 'voice' so that they can make choices, ideally on their own but with support as needed. You will be enthusiastic, flexible, and resilient as you find ways of including the people you support in every decision that affects them.

You will support people with kindness and compassion. You will help people with all aspects of daily living including assisting people with their personal care and health needs. You will work within agreed boundaries, guideline, and policies. You will be a determined advocate and ensure that the people you support are protected from harm and able to exercise their human rights.

Responsibilities:

- Protect the safety of the people you are supporting by following any of their plans for support consistently and correctly, including those relating to what's important to the individual in terms of family, friends, activities, routines plus health, diet, medication, finances, and behaviour.
- Monitor the safety of the people you are supporting by being observant to changes in their happiness and wellbeing, raising and reporting concerns, including abuse, or safeguarding issues.
- Help people to flourish, achieve their personal goals and aspirations by planning and providing personalised social, practical, and emotional support to customers (including personal care, household tasks and manual handling where required).
- Support individuals to pursue hobbies and leisure activities at home and in their community by being innovative, enthusiastic, and encouraging.
- Assist the people you support in the day-to-day management of their homes by liaising with landlords on the maintenance, upkeep, fixtures, and fittings of their homes.
- Support individuals to develop and maintain positive and effective relationships with their family, friends, carers, and other professionals by promoting joint working, self-advocacy, and advocate where appropriate.
- Assist people to observe religious, cultural, and personal beliefs.
- Support the delivery of a complete service by working flexibly across the Care & Support teams (where required) on a 24/7 pattern, undertaking either a waking night or sleep in duty as required.
- Deliver a consistent, effective, and supportive service by maintaining accurate records, carrying out service checks, participating in customer reviews, team meetings and training courses, as required.
- Adhere and uphold quality standards, organisation, and regulatory rules (including those set by the CQC), company policies and procedures, (including confidentiality and GDPR)
- Promote a positive health and safety culture, ensuring, as far as, possible that any activities are carried out in accordance with Peabody's Health and Safety policies and procedures.
- Achieve your personal and team objectives by working effectively with your manager, your team and your Peabody colleagues playing an active and key role in achieving your teams' objectives.
- Be keen to learn and share your learning with other colleagues in an open and honest way. Get feedback on your own performance and any development needs you may have.

About you:

You will be:

- Kind, compassionate and driven to protect the rights of the people you support.
- You will be committed to providing excellent customer service – whether you are in direct contact with customers, speaking to them on the phone or dealing with internal colleagues, we expect you to always meet the very highest standards and to build trusted relationships.
- Passionate about making a real difference to people's lives, having conversations with people based on what matters most to them and supporting them to be as independent, safe, healthy, increasing their hope and self-esteem to be as happy as they possibly can be.
- Respect the individual characters you are supporting and the different wants and needs they may have.
- You'll need a sense of humour, an approachable manner, and be able to cope with a busy, challenging, and at times emotive job.
- Be non-judgmental, compassionate, courageous, and brave enough to report concerns if observed.
- Able to communicate well with customers, staff, and other people who may be involved in the customers life.
- Able to work as part of a team and build and maintain effective and supportive relationships with.
- Able to work flexibly to meet customer needs and service requirements, by working evenings, weekends, or additional hours outside of contractual hours to meet operational needs at times of emergency or crisis and sticking with people until things are better for them.

You will have:

- The ability to listen, be kind, do no harm, be useful, be curious and respect the dignity and diversity of the people you are working with.
- The understanding and ability to respond to people's unique needs and desires in their live.
- The ability to communicate respectfully with and about people.
- The skills to think and act creatively always having the best interests of the people you support in mind.
- The ability to challenge circumstances and environments that may exclude people from doing what they need to do either within their home or in the wider community.
- Excellent time management skills and the ability to meet deadlines and achieve goals.
- The ability to maintain records, with high levels of attention to detail that meet customers' needs and aspirations.
- A DBS check result which is satisfactory to Peabody.
- Experience of providing support to vulnerable people in the community or within a supported living environment either in a volunteering or professional role (not essential).
- Care Certificate (not essential).
- NVQ Level in Health and Social Care or equivalent (not essential).

Please note: this role will be on a 24/7 working pattern, which may include working unsociable hours, overnight, at weekends and over Bank Holidays.