

# Role Profile

**Job Title:** Support Worker  
**Responsible to:** Service Manager, Operations Manager, Team Leader  
**Hourly Rate:** £9.50 per hour

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## Job Purpose

- To support individuals to lead an independent, healthy, positive and fulfilling life.
- To deliver personal care and support that is personalised to each individual.
- To treat each person with respect and dignity and to behave in a positive manner at all times that is not derogatory to the individual, visitors, Castell Care and Support (CCS) or its representatives.
- To administrate Safeguarding and Health and Safety protocols and report issues.
- To be available to work as and when required during a 24 hour day over seven days a week in accordance with the needs of the service.

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## Accountabilities

### Shift Leading

- Lead shifts as and when required and effectively delegate duties to the team.

### Financial

- Maintain systems and record activities in accordance with financial controls and audit requirements.
- Monitor and lead on cash handling ensuring money is safely stored and report discrepancies immediately.

### Person centered care and support

- Liaise and consult with individuals and their representatives enabling their participation in all matters which affect them.
- Respond to all enquiries promptly.
- Liaise with colleagues and other agencies on matters affecting the wellbeing of individuals.
- Provide person centered care and support to individuals ensuring they have their needs met through the delivery of high-quality services.
- Support individuals who have difficulty mobilising to transfer and move around.

- Coordinate the administration of medication ensuring the medication policy is fully implemented.
- With the individual produce the required outcome plans and risk assessments and ensure they are followed by all staff.
- Continually assess the needs of individuals and with them adjust their outcome plan to ensure it remains relevant, meaningful and up to date.
- Promote the positive mental and physical health of individuals by tailoring services to achieve positive wellbeing.
- Actively encourage individuals to achieve their goals, provide emotional support to them by actively listening to the way they feel and promote a positive solution based approach.
- Provide individuals with advice and support on how to maintain their personal safety and security, including raising awareness about potential abuses and how to balance risk with an active and meaningful life.
- Provide support to maximise an individual's income to avoid unnecessary hardship and make welfare claims where appropriate.
- Support individuals to forward plan for End of Life and promote the consideration of Enduring Power of Attorney, Wills, Appointee-ship and Advanced Decisions.

### **Policies and procedures**

- Act at all times in accordance with CCS's most current policies and procedures.
- Be compliant with Data Protection legislation.
- Record and report any accident / incident that has occurred, no matter how minor, to the team leader and/or care and support manager or on-call manager as soon as possible and within 24 hours.
- Implement CCS policy and procedure.
- Wear uniforms provided by CCS when at work and use the Personal Protective Equipment (PPE) provided in the appropriate situation.

### **Monitoring of the service**

- Continually review the standard and delivery of the services provided.
- Monitor the effectiveness of each service and provide update reports to the manager and health and social care professionals as often as is necessary.
- Actively encourage individuals to participate in the planning and development of the service.
- Monitor cleaning and sanitation practices and follow standards and regulations.
- Inform the manager of any concerns or difficulties experienced with the service provided by you or others to individuals.
- Advise the manager of any ideas that may enhance or improve the service that is delivered to individuals.

## **Quality control**

- Work at all times to the required standard and monitor the quality of service.
- Seek feedback from individuals and stakeholders on the quality of the service they receive and where possible act upon their concerns and recommendations.
- Maintain accurate, concise, timely and up to date daily monitoring records in accordance with CCS policy and procedure.

## **General**

Your responsibilities are pursuant with the expressed contractual terms illustrated in the Staff Handbook together with other Policies and Procedures published by CCS, which are amended from time to time.

In addition to the specified Job Purpose and Accountabilities all staff are expected to:

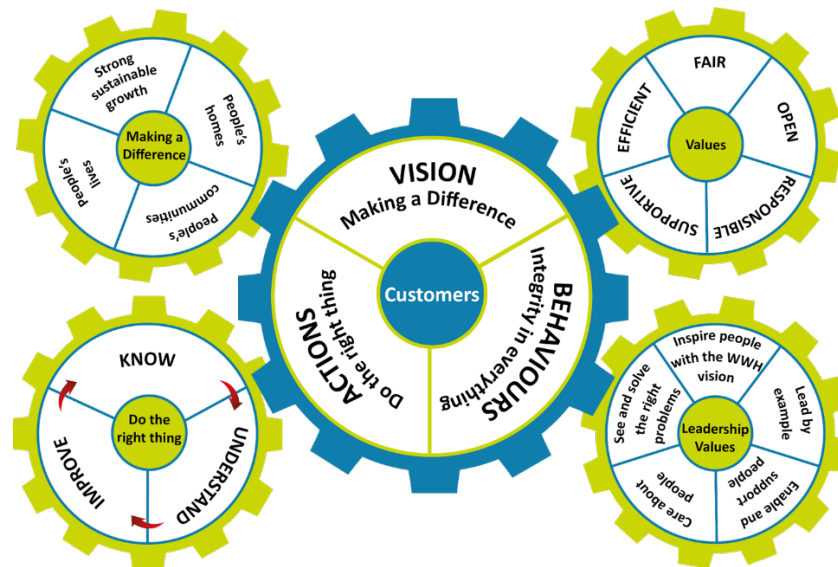
- Proactively promote the principles and practices of equality of opportunity, to ensure its effective implementation within their own work and the work of team members, as appropriate and to abide by and support the CCS's Equal Opportunities Policy as an integral part of all duties.
- Understand and use CCS's ICT systems and follow good ICT housekeeping practices.
- Attend training, team meetings, supervision and development conversations.
- Observe for any signs of abuse and report any concerns immediately to the team leader and/or care and support manager.
- Undertake any other duties requested by the Line Manager, which are consistent with the overall purpose of the post.

## Knowledge/Skills/Experience

Requirements	Essential	Desirable
Skills / Abilities	<ul style="list-style-type: none"> <li>• Person centred focus</li> <li>• Numerate &amp; Literate</li> <li>• Computer literate, able to utilise and manage ICT systems</li> <li>• Able to develop effective partnership working with members of the CCS and with other stakeholders</li> <li>• Excellent time management skills and ability to work under pressure</li> <li>• Ability to self-motivate and determination to achieve objectives</li> <li>• Effective working within teams and on an individual basis</li> <li>• Organised</li> <li>• Ability to work on a 7 day rota including weekends</li> <li>• A liking of people and the ability to relate to them</li> </ul>	
Experience (paid and unpaid relevant to the post)		<ul style="list-style-type: none"> <li>• Working within a care and support environment</li> <li>• Experience of delivering personal care</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Safeguarding practices</li> <li>• Personalisation and Person Centred Planning</li> <li>• National Minimum Standards</li> <li>• How to achieve Outstanding services</li> </ul>	
Qualifications	<ul style="list-style-type: none"> <li>• Willingness to obtain the QCF/NVQ level 2/3 in Health and Social Care</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid</li> <li>• Moving and Handling</li> <li>• Medication administration</li> </ul>
Circumstances	<ul style="list-style-type: none"> <li>• Enhanced DBS</li> </ul>	

## The Wales & West Housing Group Way

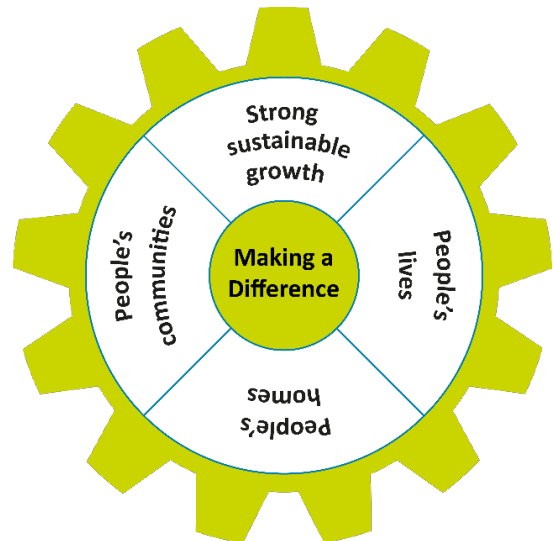
Every organisation has a culture and we are very deliberate in shaping ours, setting a clear vision to **make a difference**, whilst driving **integrity in everything** we do and always taking action to **do the right thing**. All staff across the Group must actively adopt these interlocking elements of our culture, which act like a series of 'cogs' working together to benefit both our customers and our staff.



### Our Vision – making a difference

We know and understand what we stand for; you see it in our established vision of '**Strong sustainable growth to make a difference to people's lives, home and communities**'.

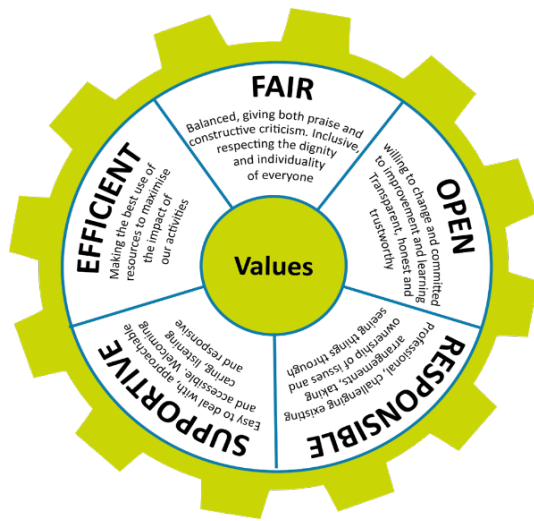
Everything we do links to our Vision, driving sustainable growth to bring benefit to people's lives, their homes, their communities or a combination of all of these. Every role, level and function within the Group has an important role to play in the achievement of this vision and everyone needs to be able to see this reality in their day to day work.



### Our Behaviours – integrity in everything

Our world revolves around people; so the behaviours we use when we engage with people are naturally a central part of our culture. We aim **for integrity in everything** we do, having strong, visible values which we strive to live out in the day to day

management of the business and delivery of services. We truly believe in these values, and this naturally affects how we behave.



The tone of the organisation is set by our longstanding and well understood **core values**, which act as our foundation and our guide to how we do what we do. ‘May the force be with you’ is a well-known quote, with the crucial difference that our **FORSE** sets out our core values; to be Fair, Open, Responsible, Supportive and Efficient.

Each value has a plain English description to set out clearly the behaviours required in a practical way.

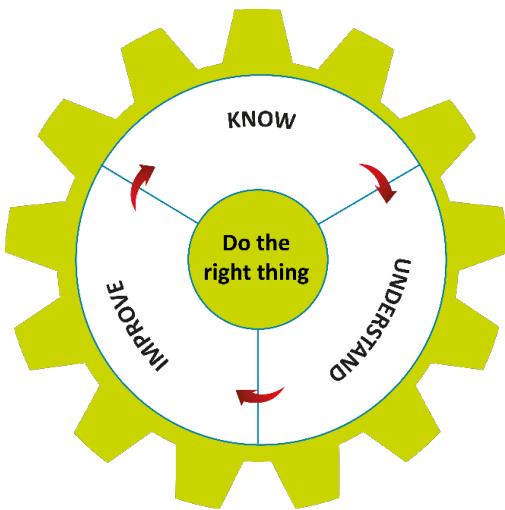
Built upon the firm foundations provided by our core values are our **leadership values**. All of our managers are leaders and use the leadership values to shape their behaviours and to support them in living out our values, making a real difference in their day to day work.

In reality, all staff act as leaders in a variety of settings with their colleagues and customers at different times and will need to understand and use the leadership values, as well as needing to understand what to expect of their own managers.



## Our Actions – doing the right thing

We may know our vision and behave with integrity driven by a belief in our values, but to maximise our impact for staff and customers it is crucial that we **do the right thing**. Our operating principles give clear guidance on exactly how to determine what the right thing to do actually is.



This lead principle to ‘do the right thing to deliver what matters to customers’ is supported by three operating principles working together as a continuous cycle.

Firstly, to **know** the reality of what customers need and what service delivery is really like from a customer’s perspective. Secondly, to **understand**

the underlying reasons for this and for problems which need solving to achieve our vision. Thirdly, to **improve** things, always checking that improvements have the intended effects and that performance can be measured.