



# ROLE PROFILE SUPPORT WORKER

## ROLE PURPOSE

To deliver Person Centered support to a range of individuals within their own homes and within the community, with a variety of different tasks from growing confidence to administering Medication.

## SERVICE DELIVERY

### Accountabilities

All employees will ensure that they deliver Person Centered Support, following the individuals support plan, meeting all objectives within the support plan, at the times stated on the Support Plan. All Policies and procedures to be followed, all employees are expected to work to a high standard at all times to ensure that the individuals who use our service are supported to a high standard. Employees will need to be flexible and adaptable with their approach and put the individuals that we support at the heart of everything we do.

### Measures of Success

- ⌘ Positive feedback from the individuals we support, during reviews, surveys etc, Individuals enjoying their support and feeling listened to.
- ⌘ Professionals/family carers/partners feedback and engagement

### Knowledge

- ⌘ Confidentiality
- ⌘ Communication Standards

# COMMUNICATING EFFECTIVELY

## Accountabilities

All employees will be required to communicate with the individuals we support effectively, they will need to spend time building relationships with the individuals we support to effectively learn their communication styles and enable them to get the most out of their support. All written records will need to be completed legibly and to high standard in a professional manner. All employees may at times be expected to communicate with partners, family carers and other professionals and must do so in a professional manner which promotes effective working relationships

## Measures of Success

- ⌘ Positive feedback from the individuals we support, during reviews, surveys etc, Individuals enjoying their support and feeling listened to.
- ⌘ Professionals/family carers/partners feedback and engagement

## Knowledge

- ⌘ Confidentiality
- ⌘ Communication Standards

# PARTNERSHIP WORKING

## Accountabilities

Employees will at times be expected to work with Purest Support partners, to ensure the best possible outcomes for the individuals that we support. It is important that when working with partners that all employees do this respectfully, openly and positively. Partnership working is encouraged throughout Purest Support LTD and all employees are expected to adopt this approach

## Measures of Success

- ⌘ Evidence of partnership working
- ⌘ The Individuals we support feedback, reviews and surveys, individuals enjoying their support.
- ⌘ Partners feedback and engagement

## Knowledge

- ⌘ Confidentiality
- ⌘ Communication Standards

# HEALTH AND SAFETY

## Accountabilities

All Purest Support employees are expected to follow all Health and Safety Legislation, Policies and Procedures. They are expected to complete all tasks in a safe way, using equipment following manufacturer's instructions and following any training. All employees are expected to highlight any risks or hazards they are aware of immediately. The safety of our employees and the individuals who use our services is paramount to Purest Support LTD.

## Measures of Success

- ❖ Numbers of Incidents and accidents
- ❖ Wellbeing of employees and the individuals that we support

## Knowledge

- ❖ Health and Safety Legislation
- ❖ Safe systems of work

