Job description: Support Worker – Complex Care

This job description should be read in conjunction with TAO Complex Care Summary of Main Terms and Conditions of Service, the Equal Opportunities Statement, and the Person Specification.

Title of Post: **Support Worker – Complex Care**

Responsible to: **Registered Manager**

Location: **Various**

Job Purpose: To work as part of a team to provide support in a holistic manner by assisting, enabling, maintaining, and caring for the general well-being of vulnerable people in the community, according to their assessed need, helping them to maintain their dignity and independence. There should be ongoing communication with all relevant professionals and a commitment to partnership working between NHS Social Work and other agencies in providing community care.

1. **Primary duties and responsibilities**
    - Provide support to service users to ensure that they can budget effectively to meet the costs of their chosen social, educational or leisure activities, including all activities of daily living.
    - Work in accordance with Care/Support Plans through ongoing discussion with, and under the direction of the registered Manager/ deputy Manager and designated professional staff; to help meet the individuals' physical, social, and emotional needs.
    - Build positive, professional relationships with service users and other members of the support team.
    - Demonstrate good standards of work practice in accordance with the Care Standards and CQC fundamental standards and understand the health and social care act 2008.
    - Enable service users to maintain a healthy diet and shop appropriately for the specific needs of the service user while also respecting their right of choice.
    - Support and enable service users to engage positively with their families, friends and other professionals and individuals interested in their welfare.
    - Contribute to enhancing the leisure and social life of the service user.
    - Provide legible and accurate daily written reports on all service users in accordance with TAO Complex Care guidelines on privacy and confidentiality.
    - Report immediately any change in pattern of behaviour or other significant health change or event to the registered Manager/Assistant Manager and/or relevant health professional.
    - Contribute to case conferences and reviews where appropriate.
    - Support and enable positive risk taking where appropriate.

2. **General Duties**
    - To observe and comply with the standards expected by CQC (care quality commission) and local social services and local Council.
    - Develop an effective means of communication between members of your team and colleagues.
    - Attend mandatory staff training, meetings and other meetings as required from time to time.
    - Ensure at all levels that confidentiality is maintained in relation to agreed policy.

- Assist in the promotion of a fair and quality service that is responsive to the needs of clients and stakeholders, always ensuring adherence to the requirements of customer care policies.
- Uphold and positively promote equalities in service delivery and employment practices.
- To undertake training and attendance of courses as required by TAO Complex Care to improve the outcome for the service user.
- Carry out any other duties, which fall within the general areas of responsibility of this post.
- Be aware of risks and to work within our Health and Safety Policies at Tao complex care.
- Develop local community relationships to support service users integrate with confidence into the local community.

Name……

Signed……

Date……