

**LOVE IN CARE**  
**Support Worker Job Description**

**Position:** Support Worker  
**Hourly rate:** £9  
**Hours:** Regular and flexible can be 3 to 37 per week  
**Responsible to:** Registered Manager  
**Holidays/Pension:** Statutory

**Principal responsibilities: Care/ Support Worker**

1. Demonstrate ability to develop appropriate working relationships with customers, families/carers and colleagues.
2. Relationships will be based on respect, mutual trust, individual rights and cultural needs.
3. Promote independence and enable customers to maintain existing skills and learn new skills as appropriate and communicate their needs.
4. Support customers' individual needs, dealing appropriately with challenging behaviour, physical disabilities and mental health needs.
5. Demonstrate anti-discriminatory practice and actively be prepared to challenge discriminatory practice in the workplace, whistleblow if required.
6. Offer strategies for development of social skills and help resolve conflict as necessary.
7. Keep Professional Boundaries in and outside of the work environment.
8. To act as a role model at all times through appropriate behaviour, dress, use of language and social interaction.
9. To provide personal and practical care services for people with a wide range of illnesses and disabilities.
10. To assist customers with getting up in the morning, dressing, undressing, washing, bathing and use the toilet where necessary.
11. To help customers with mobility problems and other physical disabilities, including incontinence and help in use- and care of aids and personal equipment.
12. To help care for customers who are dying.
13. To help in the promotion of mental and physical activity of customers through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreation.

- 14.** To make and change beds; tidy rooms; do light cleaning and empty commodes.
- 15.** To launder customer's clothing.
- 16.** To serve meals, help to eat customers who need assistance, prepare light meals and wash up, and tidy and clear away.
- 17.** To read and write in log-book records and take part in staff and customers' meetings and in training activities as directed.
- 18.** To conform to all policies, procedures and guidelines laid down by Love In Care in respect of carrying out these care duties and in other administrative aspects of the business, as relevant.
- 19.** To carry out accurately, and in a competent manner, instructions from managers and supervisors, adhering to the care plans of individual customers.
- 20.** To actively talk- and listen to customers, ensuring their personal choices are carried out in their own home.
- 21.** To maintain accurate, concise, up-to-date and timely records of the customer's care, diary sheets, medication forms, and timesheets.
- 22.** To document each visit in the daily log, detailing tasks undertaken, any changes which have occurred and other relevant information. To write clearly, showing accurate time of arrival and time of leaving, with accompanying date and signature.  
To be considerate in respect of written comments made in the daily log so as not to unduly or unintentionally offend or upset the customer as they and their family/representatives are entitled to read it.
- 23.** To be familiar with Love In Care's Health and Safety Policy and to promote safe working practices. To ensure full compliance with infection control procedures following company policy.
- 24.** To report and record any accident or incident which may occur – no matter how minor, whether to the customer or staff member.
- 25.** To report back to the manager(s) or supervisor(s) on any aspect of the customer's care which, in the view of the care/support worker, warrants investigation or urgent action.
- 26.** To report immediately to management any noticeable changes in health, behaviour or circumstances of customers – maintaining the customer's right to privacy and confidentiality.

- 27.** To be aware of, and comply with, the tasks and activities which must NOT be undertaken as part of care duties, as detailed in Love In Care's Policy on Prohibited Duties (Limits of Responsibility).
- 28.** To advise supervisors and/or managers of any perceived problems or difficulties experienced with the service provided to customers.
- 29.** To advise supervisors and/or managers of any ideas this might enhance or improve the level of service delivered to customers.
- 30.** To perform such other duties as may reasonably be required.
- 31.** To participate in Mandatory induction, training, refreshers and regular in-service training programmes as directed by managers or supervisors.
- 32.** To make yourself available on a regular basis at an agreed, appointed time to assess and review your personal and professional progress which will be recorded on your personnel file, which is available for inspection on request. This will be carried out as either a one-to one or annual appraisal.