



Our vision is a society where dementia is wholly understood and accepted, enabling people living with dementia to be fully supported throughout the whole of their journey

Job Title:	Support Worker
Reports to:	Care Pathways Assistant Manager

Job Purpose

Subscribing to the values of the Charity, you must be committed to **working together** with others, be that staff teams or partners and customers to **improve lives**. By working with **integrity** and **commitment** to maintain high personal and professional standards and deliver **excellence** in our work, together at Dementia Support we ensure that **Everyone Matters**

High quality, compassionate and caring services are key to our vision and we expect all staff to join us in delivering these core organisational values. As a support worker within Sage House and the Outreach Service you will work as part of a team to deliver services to our customers which are;

- ✿ Caring and treat people with compassion, kindness, dignity and respect.
- ✿ High quality and effective in achieving good outcomes for our customers and improve their quality of life.
- ✿ Responsive to what people want
- ✿ Inclusive, person-centred and innovative.

The role will work in an effective team providing unrivalled outcome-based care and support and will enable customers to maintain and where possible, improve skills of daily living and maintain and develop the highest quality of life in a positive, nurturing and safe environment.

Duties and Responsibilities

The specific accountabilities of the role may alter on occasion to meet the needs of the charity and its customers. Accountabilities will include (or be equivalent in nature to) those listed below:

- ✿ To help create a happy, homely and stimulating environment for customers, based on individual life style choices and the interests of the customer
- ✿ To provide high quality and compassionate support, care and activities for people with dementia, ensuring that they are supported with personal and practical care in accordance with their support plans and risk assessments including:
 - Physical assistance with eating and drinking and going to the toilet including continence management and personal hygiene
 - Assisting customers to access the activities
- ✿ Promote the health, wellbeing and development of customers ensuring that care plans are adhered to and that identified outcomes are being addressed in a structured, focused way and progress is being monitored.

- ✿ To actively encourage customers to engage in meaningful activities to maximise their physical and mental health and wellbeing
- ✿ To observe any changes in a customer's condition/abilities and report and respond accordingly
- ✿ To ensure the provision of safe, caring, well led, effective and responsive care at all times
- ✿ To follow the principles of safe moving and handling in accordance with the Dementia Support manual handling policy and procedures, including individual risk assessments. This may include the use of hoists and other moving and handling equipment including mobility and bathing aids
- ✿ To provide high quality and person-centred care and support for customers which comply with Dementia Support Care policies and procedures and is clearly documented in care and support plans.
- ✿ To communicate effectively with all staff and other health and social care professionals, families and friends in accordance with the needs and wishes of the customer
- ✿ To understand and adhere to Safeguarding Policies, and report any concerns immediately to Care Pathways Assistant Manager and take appropriate emergency action to safeguard customers
- ✿ To encourage customers to make appropriate choices, express their own needs and maintain as much control as possible about decisions which affect them
- ✿ To support people with dementia to maintain their independence for as long as possible
- ✿ To maintain high standards of infection control within the care provided and to assist customers to maintain their required level of personal hygiene
- ✿ To take responsibility for own personal safety when working with vulnerable people
- ✿ To attend one to one supervision sessions, annual staff appraisals, staff meetings and training when required
- ✿ Any other duties commensurate with the post

Knowledge, Skills and Abilities

- ✿ Knowledge and understanding of the needs of people living with dementia and their families.
- ✿ Excellent interpersonal and communication skills both verbally and in writing
- ✿ A genuine desire to provide care and support to people with dementia and improve their quality of life
- ✿ Kindness, empathy, energy and a positive attitude
- ✿ A friendly and approachable demeanour
- ✿ Understanding of the mental capacity and deprivation of liberty safeguards
- ✿ Understanding of the Care Act 2014, Safeguarding, Mental Capacity Act
- ✿ Must be able to work independently using their initiative.
- ✿ Adaptable and flexible approach to work.

Qualifications and Experience

- ✿ Care Certificate or equivalent Level 1 certificate – essential
- ✿ Previous experience of delivering care and support to people with dementia – essential
- ✿ QCF Qualification (NVQ Level 2) in health and social care or an equivalent qualification, including relevant dementia care units or a commitment to work toward it - desirable
- ✿ Experience of caring for older people in a paid or voluntary capacity - desirable

Approved by:	
Date approved:	
Reviewed:	