

BIRCHWOOD HIGHLAND
HIGHLAND RECOVERY CENTRE

JOB DESCRIPTION

RELIEF SUPPORT WORKER

BACKGROUND

Birchwood Highland Recovery Centre is part of Birchwood Highland, a progressive charitable company based in the Highlands that supports people through mental ill health towards mental wellbeing.

Birchwood Highland Recovery Centre is a centre that focuses on recovery, accommodating up to 22 service users in single rooms, studio apartments and flats.

LOCATION: BIRCHWOOD HIGHLAND RECOVERY CENTRE

REPORTS TO: THE MANAGER

SALARY: £7.01 p/h

HOURS: AS REQUIRED

1. JOB ROLE

To provide active support as part of a team to enable and motivate service users to achieve their recovery goals and move on from Birchwood Highland Recovery Centre in a planned way to their own home in the community or to alternative accommodation relevant to their needs.

2. OBJECTIVES OF POST

The Support Worker will be expected to embrace the philosophy of recovery and person centred working, maintaining a warm, supportive and caring atmosphere. Also to provide opportunities for personal growth and development for service users whilst maintaining respect and dignity and maximising their independence.

The Support Worker will be expected to carry out his/her duties taking full account of the Company's objective to provide nursing and social care, support and rehabilitation where appropriate. This will include supporting service users to take responsibility and control and to acquire the capacity to live in supported or unsupported accommodation, as appropriate.

The Support Worker will carry out all aspects of support agreed and detailed in individual support plans to a group of service users as directed by the shift co-ordinator.

The Support Worker will be expected to write a shift plan detailing what they plan to do on the shift after being allocated a group of service users and tasks by the shift co-ordinator.

The Support Worker will support senior members of staff in the practise of direct care and in cases of emergency and also carry out any tasks allocated by the shift co-ordinator.

The Support Worker will be expected to participate in delivering a high quality service as part of a team to service users, and where appropriate, their families.

The Support Worker will support service users as appropriate to work towards their self-management of their medication.

3. SUMMARY OF DUTIES

Service User Support

The Support Worker will work with service users on an individual basis to support, encourage and motivate them to achieve their recovery and enable them to be active in all aspects of assessment and support planning.

The Support Worker will be an enabler, working with service users to develop their skills in taking control of their lives and realising that they can meet their goals.

In particular, the Support Worker will:

1. Establish a supportive relationship with each service user
2. Maximize the opportunity for the service users' individual responsibility and choice.
3. Support service users involvement in decision about the running of Birchwood Highland Recovery Centre.
4. Support service users to improve everyday living and social skills.
5. Encourage and support service user in occupational and recreational activities.
6. To support service users with personal hygiene as appropriate, e.g. showering, bathing, oral hygiene, hair washing.
7. To assist service users in their choice of clothing as required, encouraging their expression of individuality.

8. To support and assist service users when accompanying them to other locations.
9. To contribute, within the multidisciplinary team, to the planning and evaluation of support plans, and to be involved in individual plans for service users, ensuring that methods of working will contribute to the success of these plans.
10. To participate in care team meeting minutes and to be aware of all relevant policy and procedure documents as may be issued by the Manager.
11. To liaise with other professionals involved with service users and to involve other professionals in times of concern.
12. To assist service users to connect with mainstream activities by working with a range of agencies out with health and social care.
13. To participate in staff and service user meeting.
14. To understand and maintain the basics of correct record keeping.
15. To assist with listing/looking after service users belongings, reporting possession of cash/valuables to the Manager or the senior member of staff on duty and to advise service users on safekeeping of same.
16. To support service users to maintain a good dietary intake, assisting with menu planning, budgeting, shopping and preparation as required and supporting individual residents needs and preferences.
17. To be able to communicate and record essential information and to recognize the importance of it.
18. To refer all persons or outside agencies requiring service user, Birchwood Highland Recovery Centre or Company information to the Manager or senior member of staff on duty if outside your area of information.
19. To report immediately accidents or unusual incidents involving service users or staff to the Manager or senior member of staff on duty/manager on call.
20. Commitment to training and professional development.
21. To demonstrate appropriate knowledge of Health and Safety procedures.

The Support Worker must maintain strict confidentiality with regard to any information acquired in the course of duty.

Key worker Role

Upon successful completion of SVQ 3 in Care, the Support Workers can take on a key worker role, which involves the following:

- 1) Key person who works with the individual to set other their aims and objectives and review their progress against their person centred plan.
- 2) Attending reviews of their service users
- 3) Co-ordinating a person's care, which includes liaising with other agencies, professionals as well as other staff within Birchwood Highland Recovery Centre.

CRITICAL COMPETENCIES

Excellent communication and interpersonal skills. Ability to motivate others.

QUALIFICATIONS/EXPERIENCE

All postholders are required to commit to undertaking an SVQ Qualification, which is work based. SVQ 3 in care is required to enable Nursing Support Workers to take on key working responsibilities.

The list of duties is not intended to be exhaustive but highlights a number of the major tasks of the post. You may be required to undertake additional duties, which might reasonably be expected of you and which form part of the function of the post.

Every job description will be subject to review on an annual basis, or

- As a result of a change of strategic management, or
- As a result of team/operational requirements, or
- As a result of agreed staff development and appraisal needs and objectives.

SUMMARY OF TERMS AND CONDITIONS

The appointment is subject to a three-month probationary period; the notice period will otherwise be four weeks on either side.

Holiday entitlement is twenty two days per annum with ten days public holidays.

Staff will be paid monthly.

The appointment is not pensionable.

Acceptable references and a satisfactory Enhanced Disclosure following application to Disclosure Scotland are a requirement of the post.