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**JOB DESCRIPTION**

**Job Title:** Support Worker Waking nights

**Salary Grade:** £8.72 per hour - unqualified

£9.00 per hour - qualified (level 2 or above in Adult Social Care)

£9.30 per hour - qualified & 1 year continuous service with Expect

**Responsible to:** Service Manager (Registered Manager)

**Location:** As required

**Hours of work:** up to37.5(flexible)

**Line Management Responsibility for:** None

**Job Purpose:**

1. Using Person Centred Planning to offer support to individuals and small groups based on the identified needs and individual aspirations of service Users
2. To ensure that Service Users make use of opportunities in the community for a meaningful and independent life in order to maximise their full potential
3. To provide, through personal example motivation to colleagues and Service Users and offer flexible, efficient and high quality support
4. To assist in the efficient and cost effective use of resources, including financial
5. To comply with Expect Ltd policy and procedure, external standards and legislation.
6. To contribute to the Company’s monitoring and reporting processes
7. To promote the work of Expect

**Main Duties and Responsibilities:**

1. To offer assistance to Service Users assessed as requiring support in undertaking their personal care.
2. To carry out a range of tasks in the support of Service Users as per the required daily activities list.
3. Ensuring timely and accurate communication between day and night staff through effective handovers and comprehensive shift notes.
4. To assist in providing appropriate information, advice and guidance to Service Users on matters relating to finance, good housekeeping, health, neighbours, safety, security and daily activities
5. To assist in securing services for Service Users ensuring that this is done in a way that respects dignity, privacy and choice.
6. To respond flexibly to emergencies, this will involve arranging appropriate assistance or attending to problems out of hours etc.
7. To strive to ensure that services provided are of a high standard, person focused and appropriate to the assessed need. This will include offering assistance with the taking of appropriate medication.
8. To ensure services provided are consistent with and following Service User Care Plans.
9. To ensure within the specified unit that Expect Ltd quality standards and performance measures are adhered to
10. To Maintain complete, accurate and timely records
11. To cooperate with internal audit of the specified unit
12. To assist in the induction of new waking night staff joining the unit
13. To report any breaches of discipline, performance or conduct by any Expect employee
14. To report any incidences of abuse using the Expect Whistleblowing or Safeguarding Procedures
15. To co-operate with the investigation of disciplinary, capability and safeguarding matters
16. To appraise the Senior Support Worker of matters arising which are particularly sensitive or controversial in nature
17. To co-operate with the Service Manager in the allocation of work within the specified unit.
18. To maintain working practices that are consistent with good health and safety standards.
19. To co-operate with risk assessments and reviews within the specified unit, in conjunction with the Health & Safety Officer.
20. To co-operate with the investigation of complaints from Service Users and their representatives, commissioners and other stakeholders and to report all issues of a serious nature to the relevant Senior Support Worker or their Line-Manager. All complaints to be logged with the Head of Quality Assurance and Customer Care
21. To participate in regular Team Meetings within the Unit.
22. To comply with all payroll deadlines

**General Duties**

1. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and, in turn, encourage and support staff in their development and training.
2. To undertake such other duties, training and/or hours of work as may be reasonably required and which are deemed consistent with the general level of responsibility of this position.
3. To undertake health and safety duties commensurate with the post and/or as detailed in Expects Health and Safety Policy.
4. To comply with Expects Policy and Procedures.
5. To undertake any other duties and/or responsibilities in connection with the leadership and management of the Charity as the Chair (or other member of the Board of Directors) may from time to time direct.

**Contacts:**

In all contacts both internal and external, the post holder will be required to present a professional image of Expect as well as maintaining constructive relationships.

**Physical/ Emotional Demands**

The very nature of this role means that the post holder will often work under pressure, the role may also involve contact with people who challenge services and therefore exposure to volatile situations. The post holder will be supported via appropriate training and supervision sessions.

**Notes:**

Expect reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity; dignity and due respect for all employees and service users and is consistent with Expects Equal Opportunities Policy.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

