

# Medstar Domiciliary Care Services Learning Disability Support Worker

## Your Role as a Support Worker

As a Medstar support worker, you will share our values and champion the rights of people with learning disabilities. You will be responsible for supporting people with their goals based within their home environments or local community. Activities of support will vary from daily living skills, personal care, travel escorts, teaching of independent life skills to assistance with accessing community based activities such as going to college, swimming, work placements and other social and leisure activities. Successful candidates must have a minimum 6 months of experience supporting adults with Learning Disabilities, Autism or complex behavioural needs

## Your Main Responsibilities

To assist Service Users with activities of daily living as per assessment and care plan completed by the Service Manager or Director of Operations. Principle duties may include but are not limited to the following:

**Duties are varied and personalised to the Service User's needs such as:**

- Ensuring the provision of a personalised care based on service user needs
- Empowering and assisting Service Users to maintain all aspects of their domestic lives e.g. cooking, shopping and domestic duties.
- Providing help with all aspects of personal care
- Facilitating socialization and social activities e.g. visiting family/friends, walks, cinema/theatre, meals out, going for a drive (where required), reading etc
- Monitoring progress and recording notes on daily record sheets relating to each visit/shift
- Liaise with families, friends, advocates, external agencies and the management team to provide a consistent approach that meets the individual needs of each service user
- To empathise and actively listen in a sensitive manner accessing appropriate additional support where necessary

- To support Service Users to access appropriate health care provision enabling them to make an informed choice regarding any prescribed treatment, seeking advice where necessary
- To create opportunities for Service Users to develop, establish and maintain personal relationships and social networks, which encourage greater participation and integration in their chosen communities
- To carry out duties as the Service Manager reasonably stipulates

**The member of staff would be expected to:**

- Preserve independence & dignity of Services User's at all times.
- Managing personal care with both dignity and respect
- Report any changes/issues concerning the Service User to the office team
- Observation of mental alertness and general physical condition
- Reading and abiding by the care plan set out by the assessor in the Service User's assessment
- Supporting and understanding each individual Service User's needs
- To report back any areas of risk, not previously identified, to manager
- Maintain confidentiality and committing not to divulge information to third parties unless consent to share information has been given in writing and agreed with the Service Manager
- To work in accordance with your job description/contract of employment and any policies and guidelines set out by Medstar Domiciliary Care Services
- To promote equal opportunities and respect diversity, different culture and values
- To work in accordance with the Health & Safety Act 1974
- To contribute to the overall development of the service and promote a positive image of the service users and Medstar Domiciliary Care Services.
- To participate in training courses/seminars held internally and by outside agencies
- To attend and engage in regular supervisions and appraisals, accepting and providing constructive feedback.

## Essential Skills, Experiences & Attitude

- An understanding of the needs of adults with learning disabilities who are vulnerable within society
- Experience of providing care to people with learning disabilities/multiple disabilities
- Physically fit and able to undertake safe manual handling practices
- Good verbal and written communication skills
- Good telephone manner and good level of spoken English
- Observant and sensitive to a Service User's needs
- Ability to liaise with outside agencies and other professionals
- Ability to work autonomously and productively as part of a team
- Knowledge of food hygiene/manual handling/health & safety standards and practices

**Desirable Skills and qualifications:**

- Current and clean driving licence
- NVQ 2 in Care

**WORKING CONDITIONS:** Working hours will vary depending on the Service User's needs and availability of the carer. This can involve either live in care or shift work. Terms and conditions of employment are as per your employment contract and staff handbook. Carers are expected to arrive on time for all shifts. There may be opportunities of availability of additional hours in other services within Medstar Domiciliary Care Services.

**TRAINING:** A 3-day Induction course, followed by 1-day Manual & Handling, must be completed before commencement of employment. Supporting Adults with Learning Disabilities & Differing Behaviours training is to be ideally completed prior to commencing work with the department if this is not possible the expectation is to complete this training within 6 months of employment. Medstar offer a comprehensive training package which includes Adult Safeguarding, Infection Control and Understanding Autism amongst the essential training.